

## **Transcript: Pearl**

**Rojas-5391246624342016-5350282501341184**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help or just speaking with? This is Lisa Godwin. And how can I assist you? Um, I need help, uh, with starting up for short-term disability or find out what I need to do to fill out to start it. Um, I was employed by Megaforce and now my doctor is pulling me out and I'm going to be out for an extensive time. Okay. Let me go ahead and get you over to an insurance company so they can get you started with that process, okay? Thank you. No problem. Thank you so much for calling. You have a great day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help or just speaking with?

Speaker speaker\_2: This is Lisa Godwin.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I need help, uh, with starting up for short-term disability or find out what I need to do to fill out to start it. Um, I was employed by Megaforce and now my doctor is pulling me out and I'm going to be out for an extensive time.

Speaker speaker\_1: Okay. Let me go ahead and get you over to an insurance company so they can get you started with that process, okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thank you.