

Transcript: Pearl

Rojas-5397141846802432-6473123798237184

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Hi, my name is Tony Davis. And how can I assist you? Hi, uh, well, I believe you guys had called me yesterday about the, um, hospitality staffing. Okay. What's in... what's the last four digits of your social? 8916. Okay. And if you can verify your address and date of births for me. Yes. Uh, 3875 San Pablo Road South, Jasmine Ville, Florida. Okay. And your date of birth? October 11th, 1996. Okay. And I have your phone number as 904-252-8384? Yes, ma'am. And I have your phone number as tonyapp46@gmail.com? Yes, ma'am. All right. So it looks like we were processing health care enrollment forms yesterday. Um, bear with me one moment. Right. And on your form... You chose dental coverage for employee plus family, but we did not receive any dependent information. Um, you also chose coverage for employee plus spouse on various different plans. But we did not receive your spouse's information either. So is your coverage supposed to be for you, your spouse, and then your dental for you and your family? Or is it just for yourself? Just for me. Okay. So all your coverage is just for yourself? Yes, ma'am. Okay. So your total weekly deductions are gonna be a \$36.34. It will take one to two weeks for the staffing agency to start making deductions. Once they do the following Monday, you become active, and then later that week you'll receive your preventative health, dental and vision card in the mail. And your... Um, let's see, do you have... Yes. So those three cards will go to your mail. Okay. Do you have any questions? Uh, yeah. Uh, so I don't know if this have anything to do with the job or anything like that. But, uh, I didn't, uh, get hired for anything yet or whatever. So is this part of the process for getting hired or whatnot? Oh, no, sir. So this is just, um, forms that they have you fill out and have put into the system, meanwhile you are put on assignment. But it doesn't mean that you will be put on an assignment. Okay. Okay. Okay. All right. Just making sure. All righty. Is there anything else I can assist you with today? Uh, no, ma'am. That's it. All right. Thank you so much for calling. You have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name is Tony Davis.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi, uh, well, I believe you guys had called me yesterday about the, um, hospitality staffing.

Speaker speaker_0: Okay. What's in... what's the last four digits of your social?

Speaker speaker_1: 8916.

Speaker speaker_0: Okay. And if you can verify your address and date of births for me.

Speaker speaker_1: Yes. Uh, 3875 San Pablo Road South, Jasmine Ville, Florida.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: October 11th, 1996.

Speaker speaker_0: Okay. And I have your phone number as 904-252-8384?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your phone number as tonyapp46@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So it looks like we were processing health care enrollment forms yesterday. Um, bear with me one moment. Right. And on your form... You chose dental coverage for employee plus family, but we did not receive any dependent information. Um, you also chose coverage for employee plus spouse on various different plans. But we did not receive your spouse's information either. So is your coverage supposed to be for you, your spouse, and then your dental for you and your family? Or is it just for yourself?

Speaker speaker_1: Just for me.

Speaker speaker_0: Okay. So all your coverage is just for yourself?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So your total weekly deductions are gonna be a \$36.34. It will take one to two weeks for the staffing agency to start making deductions. Once they do the following Monday, you become active, and then later that week you'll receive your preventative health, dental and vision card in the mail. And your... Um, let's see, do you have... Yes. So those three cards will go to your mail.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Uh, yeah. Uh, so I don't know if this have anything to do with the job or anything like that. But, uh, I didn't, uh, get hired for anything yet or whatever. So is this part of the process for getting hired or whatnot?

Speaker speaker_0: Oh, no, sir. So this is just, um, forms that they have you fill out and have put into the system, meanwhile you are put on assignment. But it doesn't mean that you will be put on an assignment.

Speaker speaker_1: Okay. Okay. Okay. All right. Just making sure.

Speaker speaker_0: All righty. Is there anything else I can assist you with today?

Speaker speaker_1: Uh, no, ma'am. That's it.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. You too.