

## Transcript: Pearl

**Rojas-5431199270617088-6045569310703616**

### Full Transcript

Hi. Thank you for calling Benefits in a Card. My name is Pearl, and may I know who I'm speaking with? Uh, my name is Scott. My last name is Dudley. And how can I assist you? Um, I got this number. It's saying to sign up for insurance. Okay. Do you work for a staffing agency? Yes. ManCan. And how long have you worked with them? Sorry? How long have you been working with them? I'm, I'm just starting. I'm just filling out the, uh, the document package. Okay. So ManCan offers healthcare benefits to their employees, things like medical, dental, short-term disability, um, life insurance, things like that. The price depends on how many people you choose to cover and how many plans you choose, because everything is separate. And it's something that they deduct from your check every week. It's not obligated you have it, it's just something that they offer. Okay. Do you have any other questions? That's it. All righty. Um, give me one moment. Let me just confirm one detail just to make sure they don't have, like, auto-enrollment. Some companies do. I don't believe ManCan does, but let me just confirm. Um, ManCan... Nope, they don't have auto-enrollment, so if you don't want the coverage, you simply just keep on with your application or your paperwork. Yeah. I do want the coverage. You do? Okay. I do. All right. And what are the last four digits of your social? Um, 4-8-5-2. 4-8-5-2. Okay. So... Can you repeat your name for me? First name Scott, last name Dudley. Okay. So they haven't sent us over your information yet, because you're still not at paperwork. Um, so we can do one of two things. You can... We can create your account today, but I will need your full social name, address, date of birth, phone number and email address, and we can get you enrolled today. Or you can wait until ManCan sends this over to you. I'ma wait till they send the information over. Okay. You do have 30 days from the day of your first paycheck to enroll, okay? Thank you. Thank you for calling. You have a great day.

### Conversation Format

Speaker speaker\_0: Hi. Thank you for calling Benefits in a Card. My name is Pearl, and may I know who I'm speaking with?

Speaker speaker\_1: Uh, my name is Scott. My last name is Dudley.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I got this number. It's saying to sign up for insurance.

Speaker speaker\_0: Okay. Do you work for a staffing agency?

Speaker speaker\_1: Yes. ManCan.

Speaker speaker\_0: And how long have you worked with them?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: How long have you been working with them?

Speaker speaker\_1: I'm, I'm just starting. I'm just filling out the, uh, the document package.

Speaker speaker\_0: Okay. So ManCan offers healthcare benefits to their employees, things like medical, dental, short-term disability, um, life insurance, things like that. The price depends on how many people you choose to cover and how many plans you choose, because everything is separate. And it's something that they deduct from your check every week. It's not obligated you have it, it's just something that they offer.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any other questions?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. Um, give me one moment. Let me just confirm one detail just to make sure they don't have, like, auto-enrollment. Some companies do. I don't believe ManCan does, but let me just confirm. Um, ManCan... Nope, they don't have auto-enrollment, so if you don't want the coverage, you simply just keep on with your application or your paperwork.

Speaker speaker\_1: Yeah. I do want the coverage.

Speaker speaker\_0: You do? Okay.

Speaker speaker\_1: I do.

Speaker speaker\_0: All right. And what are the last four digits of your social?

Speaker speaker\_1: Um, 4-8-5-2.

Speaker speaker\_0: 4-8-5-2. Okay. So... Can you repeat your name for me?

Speaker speaker\_1: First name Scott, last name Dudley.

Speaker speaker\_0: Okay. So they haven't sent us over your information yet, because you're still not at paperwork. Um, so we can do one of two things. You can... We can create your account today, but I will need your full social name, address, date of birth, phone number and email address, and we can get you enrolled today. Or you can wait until ManCan sends this over to you.

Speaker speaker\_1: I'ma wait till they send the information over.

Speaker speaker\_0: Okay. You do have 30 days from the day of your first paycheck to enroll, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you for calling. You have a great day.