

Transcript: Pearl

Rojas-5467346520719360-5594066309562368

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Slaughter, please. Yeah, this is she. Hi, my name is Pearl. I'm calling from Benefits in a Card, calling on behalf of your staffing agency, the Hospitality Staffing Solutions. You said, about what now? My name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, Hospitality Staffing Solutions. Yes. And before I continue, I do have to advise the call is being recorded for quality and security purposes. We have a enrollment form here for healthcare benefits and you chose coverage for employee plus family, but we did not receive any dependent information. So we're just calling to see whether that coverage was for you and your family or just yourself? Uh, me and my family. Okay. What is the name of your spouse? Uh, it's, it's my kids. Okay, so just for you and your children? Yeah. Bear with me. Change that here. And what is the name of the first child? Um, Desiree Jones. D-E-S-I-R-E-D-E-S-I-R-E-E. And you said Jones? Yeah, J-O-N-E-S. Okay. And do you have her full social? Uh, oh, yeah, I do, but I'll have to find it. Uh, let me see. Well, if you don't have it at the moment, I can place all zeroes and then when you have it, just give us a call back. Uh, 'cause I'm getting ready to, for work right now. ... but I could give you a call back. Yeah, you could just give us, you could just give us a call back whenever you have that number and then we'll just put it in the system. Do you, do you have a call back number or do you want to call me back? Um, just what, just the number that I'm calling you from, you'll call back that same number and let them know you have a call- It should say a toll-free number. Yep, yep. It should say 800-487-4856. Okay. Okay. And, and- Ask for her address. Uh, her date of birth is, uh, March 12th, 2013. Okay. And are there any more children? Uh, yes. Um, Drequan, Drequan Jones. D-R-E-Q-U-W-A-N Jones. And his date of birth? June 6th, 2014. Okay. And are there any more children? Yeah, um, uh, it's six of us actually, but, um, the next one is Dre-Sean, D-R-E hyphen S-E-A-N Jones. Okay. And his date of birth? His date of birth is 10/10/15. And the next child? Uh, Demariae, D hyphen M- R- M-A-R-I-A-E Jones. Okay, date of birth? Uh, 2- 2/9/17. All righty, and the next child? Uh, Gianni, G-I-A-N-N-I. Abrams, A-B-R-A-M-S. Okay. And date of birth? Uh, May 30th of 2023. 2023? Yes. All right. And that's it, correct? No, I have one. Oh, one. Okay. I have one more. This is my last one. All right, I thought, I thought you meant six in total about the, like say five kids and the mom's six. And you got the last one. No, it's, it's six kids and then myself. Um, his name is Giavonni, G-I-A-V-O-N-N-I. Abrams, A-B-R-A-M-S. And he was born June 4th, 2024. All righty, so I've got all the information now. So the, with the, the options that you chose, the weekly deductions are gonna be at \$27.86. It will take one to two weeks for the staffing agency to start those deductions. Mm-hmm. Once they do, the, the following Monday you guys become active and then later that week you'll receive your preventative health card in the mail. Mm-hmm. Um, and you'll receive an email for your behavioral health on instructions on how

to, um, get that set up, okay? Okay. Do you have any other questions? No, ma'am. Thank you. Thank you so much for calling. You have a great day. Oh, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, with Ms. Slaughter, please.

Speaker speaker_2: Yeah, this is she.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits in a Card, calling on behalf of your staffing agency, the Hospitality Staffing Solutions.

Speaker speaker_2: You said, about what now?

Speaker speaker_1: My name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, Hospitality Staffing Solutions.

Speaker speaker_2: Yes.

Speaker speaker_1: And before I continue, I do have to advise the call is being recorded for quality and security purposes. We have a enrollment form here for healthcare benefits and you chose coverage for employee plus family, but we did not receive any dependent information. So we're just calling to see whether that coverage was for you and your family or just yourself?

Speaker speaker_2: Uh, me and my family.

Speaker speaker_1: Okay. What is the name of your spouse?

Speaker speaker_2: Uh, it's, it's my kids.

Speaker speaker_1: Okay, so just for you and your children?

Speaker speaker_2: Yeah.

Speaker speaker_1: Bear with me. Change that here. And what is the name of the first child?

Speaker speaker_2: Um, Desiree Jones.

Speaker speaker_1: D-E-S-I-R-E-

Speaker speaker_2: D-E-S-I-R-E-E.

Speaker speaker_1: And you said Jones?

Speaker speaker_2: Yeah, J-O-N-E-S.

Speaker speaker_1: Okay. And do you have her full social?

Speaker speaker_2: Uh, oh, yeah, I do, but I'll have to find it. Uh, let me see.

Speaker speaker_1: Well, if you don't have it at the moment, I can place all zeroes and then when you have it, just give us a call back.

Speaker speaker_2: Uh, 'cause I'm getting ready to, for work right now. ... but I could give you a call back.

Speaker speaker_1: Yeah, you could just give us, you could just give us a call back whenever you have that number and then we'll just put it in the system.

Speaker speaker_2: Do you, do you have a call back number or do you want to call me back?

Speaker speaker_1: Um, just what, just the number that I'm calling you from, you'll call back that same number and let them know you have a call-

Speaker speaker_2: It should say a toll-free number.

Speaker speaker_1: Yep, yep. It should say 800-487-4856.

Speaker speaker_2: Okay. Okay. And, and-

Speaker speaker_1: Ask for her address.

Speaker speaker_2: Uh, her date of birth is, uh, March 12th, 2013.

Speaker speaker_1: Okay. And are there any more children?

Speaker speaker_2: Uh, yes. Um, Drequwan, Drequwan Jones. D-R-E-Q-U-W-A-N Jones.

Speaker speaker_1: And his date of birth?

Speaker speaker_2: June 6th, 2014.

Speaker speaker_1: Okay. And are there any more children?

Speaker speaker_2: Yeah, um, uh, it's six of us actually, but, um, the next one is Dre-Sean, D-R-E hyphen S-E-A-N Jones.

Speaker speaker_1: Okay. And his date of birth?

Speaker speaker_2: His date of birth is 10/10/15.

Speaker speaker_1: And the next child?

Speaker speaker_2: Uh, Demariae, D hyphen M- R- M-A-R-I-A-E Jones.

Speaker speaker_1: Okay, date of birth?

Speaker speaker_2: Uh, 2- 2/9/17.

Speaker speaker_1: All righty, and the next child?

Speaker speaker_2: Uh, Gianni, G-I-A-N-N-I. Abrams, A-B-R-A-M-S.

Speaker speaker_1: Okay. And date of birth?

Speaker speaker_2: Uh, May 30th of 2023.

Speaker speaker_1: 2023?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And that's it, correct?

Speaker speaker_2: No, I have one.

Speaker speaker_1: Oh, one. Okay.

Speaker speaker_2: I have one more. This is my last one.

Speaker speaker_1: All right, I thought, I thought you meant six in total about the, like say five kids and the mom's six. And you got the last one.

Speaker speaker_2: No, it's, it's six kids and then myself. Um, his name is Giavonni, G-I-A-V-O-N-N-I. Abrams, A-B-R-A-M-S. And he was born June 4th, 2024.

Speaker speaker_1: All righty, so I've got all the information now. So the, with the, the options that you chose, the weekly deductions are gonna be at \$27.86. It will take one to two weeks for the staffing agency to start those deductions.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Once they do, the, the following Monday you guys become active and then later that week you'll receive your preventative health card in the mail.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and you'll receive an email for your behavioral health on instructions on how to, um, get that set up, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any other questions?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Oh, you too.