

## **Transcript: Pearl**

**Rojas-5573532457287680-5629254490570752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, would this be Mrs. Ledesma, please? May I ask who's calling? My name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, Hospitality Staffing Solutions. Oh, hi. This is she. Hi. Be- um, we are processing healthcare enrollment forms today and on your form you chose dental for employee plus family, but we didn't receive any, um, dependent information. Oh, I meant... Oh, I thought that was, like, a better dental plan. Sorry, I meant just regular dental. Okay. So just the dental and the preventative health for you? Yes. Okay, so that's gonna bring your weekly deductions to \$19.03. That's fine. Okay. It'll 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 dental card in the mail. Um, I actually haven't started work yet. Do they know that you guys are reaching out to me already? Yes. So they sent over your forms, that way we can get them processed and put into the system so that when you do start working, it's either in the system ready to be taken out of your, your paycheck or they have it already, um, so that when you do start working, they can go ahead and take the processing time. Oh, okay. Do you have any questions? No, that was all. Thank you so much for attending my call. You have a great day. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, would this be Mrs. Ledesma, please?

Speaker speaker\_2: May I ask who's calling?

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: Oh, hi. This is she.

Speaker speaker\_1: Hi. Be- um, we are processing healthcare enrollment forms today and on your form you chose dental for employee plus family, but we didn't receive any, um, dependent information.

Speaker speaker\_2: Oh, I meant... Oh, I thought that was, like, a better dental plan. Sorry, I meant just regular dental.

Speaker speaker\_1: Okay. So just the dental and the preventative health for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so that's gonna bring your weekly deductions to \$19.03.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Okay. It'll 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 dental card in the mail.

Speaker speaker\_2: Um, I actually haven't started work yet. Do they know that you guys are reaching out to me already?

Speaker speaker\_1: Yes. So they sent over your forms, that way we can get them processed and put into the system so that when you do start working, it's either in the system ready to be taken out of your, your paycheck or they have it already, um, so that when you do start working, they can go ahead and take the processing time.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: No, that was all.

Speaker speaker\_1: Thank you so much for attending my call. You have a great day.

Speaker speaker\_2: You too. Bye.