

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi, with Mr... Oh, sorry, one second here. With Mr. Saul? Yeah, Saul. Hi, my name is Pearl. I'm calling from Benefits Intercard on behalf of your staffing agency, Hospitality Staffing Solutions. Okay. Um, we are processing healthcare enrollment forms today and on your form you chose some plans but then you chose no coverage, it shows no to participate. So we're just calling to see if you need the coverage or not? Okay. Do you need the healthcare coverage or no? Yeah, I, I need, uh, this company to, to interview? It's, no. Do you need medical coverage? Medical? Medical insurance? Yeah, yeah. I, I apply, uh, today, today. Okay. But do you need the medical cov-, the medical insurance? Do you wanna enroll? Yeah, I need, um, um, yes, um, I need. Okay. So you want to sign up for vision, um, behavioral health group, accident, medical? Uh, okay. Do you want to... Um, it's, it's not a, a job, it's for health insurance. Yeah, I'm looking, yeah, yeah, yeah, I'm looking for a job. Yes, but do you want to enroll in the health insurance? Houses? Health insurance. Health? Mm-hmm. Yeah, I, I need help apply for job. No. Um, do you, do you need doctor insurance, insurance to go to an eye doctor? Ah, okay. Uh, uh, eye doctor? Yes. Do you need coverage? Do you have insurance? Uh, no. Uh, um, I, I need, uh, working, uh, for job, the, the So you don't want the insurance? No, I, I, I did work. I did work for autumn. I'm not a, I'm not the staffing agency. We do the insurance. What'd you say? Insurance. Eh? Insurance. Insan? Insurance. Insan. You say now, uh, the eye doctor, uh, is work or, uh, or not work? No, not a job for, with eye doctor. It's insurance. I don't know insurance. I don't know. Okay. Um, do you, do you speak another language? Yeah. Uh, uh, um, I, I speak, uh, um, I speak fullani. No, which, which other language do you speak? Uh, sometime I speak, uh, French. French? Uh, yeah, yeah. Okay. Give me one second, I'm gonna, I'm gonna have someone translate, okay? Oh, okay. Okay. Okay. Give me one moment. Hello? Okay, go ahead. Bonjour. Bonjour. ? Okay. All right. May I go ahead, ma'am? My name is Pearl calling from Benefits in a Card on behalf of your staff needs the HSS. But please do not press one. Okay. Go ahead. Hello? Hello? Okay, go ahead. Bonjour. Bonjour. How are you? I am fine. I am your English interpreter. I interpret everything you say. Please speak clearly. Use short sentences. Try to read all the numbers. Okay. All right. May I go ahead, ma'am? My name is Pearl calling from Benefits in a Card on behalf of your staff needs the HSS. Thank you very much. I answer from— I call from Benefits in Card on behalf of the staff needs the HSS. Okay. Yes. We are processing healthcare enrollment forms and you chose plans but chose no coverage, "I don't want to participate." Do you need coverage or no? Yes. It means that I see that you have... Here we are processing healthcare enrollment forms, and you chose plans, but chose no coverage, "I don't want to participate." Do you need coverage or no? Yes. It means that I see that you have... Here we are processing healthcare enrollment forms, and you chose plans, but chose no coverage, "I don't want to participate."

Do you need coverage or no? Why are you going to get it? I need the coverage. Okay. I have here that you enrolled in life, vision, critical illness, group accident, and behavioral health. Do you want to keep those coverages? I see that you are registered for life, vision, critical illness, group accident, and behavioral health. Do you want to keep those coverages? Yes. I will keep that. Okay. When you do start working, your deductions would be of nine dollars and fifty-two cents a week. Yes. When you start working, your deductions would be of nine dollars and fifty-two cents a week. Okay. Yes. Okay. After you see the first deduction, the following week you're active, and then you'll receive your vision card in the mail. After you have seen the first deduction of nine dollars and fifty-two cents, in the second week you will receive the vision card in your mail or in your mailbox. Okay. Yes. Do you have any questions? No. Do you have any questions? No. I have an account and I sent it. Did you receive it? I'm not part of the staff in agency. If you need information about the application or your paperwork, you have to call them. No problem. All right. Thank you so much for attending my call. Thank you so much for attending my call. Thank you so much for your service. Have a wonderful day, too.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hi, with Mr... Oh, sorry, one second here. With Mr. Saul?

Speaker speaker_1: Yeah, Saul.

Speaker speaker_2: Hi, my name is Pearl. I'm calling from Benefits Intercard on behalf of your staffing agency, Hospitality Staffing Solutions.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, we are processing healthcare enrollment forms today and on your form you chose some plans but then you chose no coverage, it shows no to participate. So we're just calling to see if you need the coverage or not?

Speaker speaker_1: Okay.

Speaker speaker_2: Do you need the healthcare coverage or no?

Speaker speaker_1: Yeah, I, I need, uh, this company to, to interview?

Speaker speaker_2: It's, no. Do you need medical coverage?

Speaker speaker_1: Medical?

Speaker speaker_2: Medical insurance?

Speaker speaker_1: Yeah, yeah. I, I apply, uh, today, today.

Speaker speaker_2: Okay. But do you need the medical cov-, the medical insurance? Do you wanna enroll?

Speaker speaker_1: Yeah, I need, um, um, yes, um, I need.

Speaker speaker_2: Okay. So you want to sign up for vision, um, behavioral health group, accident, medical?

Speaker speaker_1: Uh, okay.

Speaker speaker_2: Do you want to... Um, it's, it's not a, a job, it's for health insurance.

Speaker speaker_1: Yeah, I'm looking, yeah, yeah, yeah, I'm looking for a job.

Speaker speaker_2: Yes, but do you want to enroll in the health insurance?

Speaker speaker_1: Houses?

Speaker speaker_2: Health insurance.

Speaker speaker_1: Health?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah, I, I need help apply for job.

Speaker speaker_2: No. Um, do you, do you need doctor insurance, insurance to go to an eye doctor?

Speaker speaker_1: Ah, okay. Uh, uh, eye doctor?

Speaker speaker_2: Yes. Do you need coverage? Do you have insurance?

Speaker speaker_1: Uh, no. Uh, um, I, I need, uh, working, uh, for job, the, the

Speaker speaker_3: So you don't want the insurance?

Speaker speaker_1: No, I, I, I did work. I did work for autumn.

Speaker speaker_3: I'm not a, I'm not the staffing agency. We do the insurance.

Speaker speaker_1: What'd you say?

Speaker speaker_3: Insurance.

Speaker speaker_1: Eh?

Speaker speaker_3: Insurance.

Speaker speaker_1: Insan?

Speaker speaker_3: Insurance.

Speaker speaker_1: Insan. You say now, uh, the eye doctor, uh, is work or, uh, or not work?

Speaker speaker_3: No, not a job for, with eye doctor. It's insurance.

Speaker speaker_1: I don't know insurance. I don't know.

Speaker speaker_2: Okay. Um, do you, do you speak another language?

Speaker speaker_1: Yeah. Uh, uh, um, I, I speak, uh, um, I speak fullani.

Speaker speaker_2: No, which, which other language do you speak?

Speaker speaker_1: Uh, sometime I speak, uh, French.

Speaker speaker_2: French?

Speaker speaker_1: Uh, yeah, yeah.

Speaker speaker_2: Okay. Give me one second, I'm gonna, I'm gonna have someone translate, okay?

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_2: Okay. Give me one moment.

Speaker speaker_4: Hello?

Speaker speaker_5: Okay, go ahead.

Speaker speaker_4: Bonjour. Bonjour. ? Okay. All right. May I go ahead, ma'am?

Speaker speaker_5: My name is Pearl calling from Benefits in a Card on behalf of your staff needs the HSS. But please do not press one.

Speaker speaker_4: Okay. Go ahead. Hello? Hello? Okay, go ahead. Bonjour. Bonjour. How are you? I am fine. I am your English interpreter. I interpret everything you say. Please speak clearly. Use short sentences. Try to read all the numbers. Okay. All right. May I go ahead, ma'am? My name is Pearl calling from Benefits in a Card on behalf of your staff needs the HSS. Thank you very much. I answer from— I call from Benefits in Card on behalf of the staff needs the HSS. Okay. Yes. We are processing healthcare enrollment forms and you chose plans but chose no coverage, "I don't want to participate." Do you need coverage or no? Yes. It means that I see that you have... Here we are processing healthcare enrollment forms, and you chose plans, but chose no coverage, "I don't want to participate." Do you need coverage or no? Yes. It means that I see that you have... Here we are processing healthcare enrollment forms, and you chose plans, but chose no coverage, "I don't want to participate." Do you need coverage or no? Why are you going to get it? I need the coverage. Okay. I have here that you enrolled in life, vision, critical illness, group accident, and behavioral health. Do you want to keep those coverages? I see that you are registered for life, vision, critical illness, group accident, and behavioral health. Do you want to keep those coverages? Yes. I will keep that. Okay. When you do start working, your deductions would be of nine dollars and fifty-two cents a week. Yes. When you start working, your deductions would be of nine dollars and fifty-two cents a week. Okay. Yes. Okay. After you see the first deduction, the following week you're active, and then you'll receive your vision card in the mail. After you have seen the first deduction of nine dollars and fifty-two cents, in the second week you will receive the vision card in your mail or in your mailbox. Okay. Yes. Do you have any questions? No. Do you have any questions? No. I have a account and I sent it. Did you receive it? I'm not part of the staff in agency. If you need information about the application or your paperwork, you have to call them. No problem. All right. Thank you so much for attending my call. Thank you so much for

attending my call. Thank you so much for your service. Have a wonderful day, too.