

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Cart. My name is Ms. Pearl, who may the pleasure of speaking with? Uh, my name is Stanley Arnold. And can I take your first and last name, please? I called, uh... Mm-hmm. Yes, I called last week. I was speaking with someone, someone. Uh, I, I applied for the insurance and they never told me, uh, like what the name of the insurance was. Okay. Um, do you remember what plan you appl- you enrolled in? Yeah, I, I got a, uh, the best plan they had. It was either \$30 plan or \$35 a week plan. Okay, no worries. I can definitely take a look for you. What's the name of the staff-staffing agency you work for? I work for GHG. Global, I guess. GHG. They're out of Scranton, Pennsylvania. What are the last four digits of your Social? 0441. 0441? Correct. Okay. And your name? Stanley Arnold. You said you worked for HT? No, G as in golf, H as in Harry, G as in golf, GHG. Okay. Don't have a staffing agency with that name. Well, this is the number they told me to call to get the insurance, and this is the number I called. And I spoke to somebody... I spoke to somebody last week regarding this because I haven't, I haven't changed for almost a year, and they gave me this number and they said they were open to call up. I, that's what I did. I called up then. Okay. Would the... And that's where you... Excuse me. GHG is where you applied? No, I applied on this number. I mean, um, applied for the job? I work for GHG. Correct. But is GHG, GHG the name of your assignment or is it the name of your staffing agency? That's the staffing agency, I guess. Out of Scranton, Pennsylvania. Because I don't have a staffing agency with that name. Oh, my word. All right. I'll call you back. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Cart. My name is Ms. Pearl, who may the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Stanley Arnold.

Speaker speaker_0: And can I take your first and last name, please?

Speaker speaker_1: I called, uh...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes, I called last week. I was speaking with someone, someone. Uh, I, I applied for the insurance and they never told me, uh, like what the name of the insurance was.

Speaker speaker_0: Okay. Um, do you remember what plan you appl- you enrolled in?

Speaker speaker_1: Yeah, I, I got a, uh, the best plan they had. It was either \$30 plan or \$35 a week plan.

Speaker speaker_0: Okay, no worries. I can definitely take a look for you. What's the name of the staff- staffing agency you work for?

Speaker speaker_1: I work for GHG. Global, I guess. GHG. They're out of Scranton, Pennsylvania.

Speaker speaker_0: What are the last four digits of your Social?

Speaker speaker_1: 0441.

Speaker speaker_0: 0441?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And your name?

Speaker speaker_1: Stanley Arnold.

Speaker speaker_0: You said you worked for HT?

Speaker speaker_1: No, G as in golf, H as in Harry, G as in golf, GHG.

Speaker speaker_0: Okay. Don't have a staffing agency with that name.

Speaker speaker_1: Well, this is the number they told me to call to get the insurance, and this is the number I called. And I spoke to somebody... I spoke to somebody last week regarding this because I haven't, I haven't changed for almost a year, and they gave me this number and they said they were open to call up. I, that's what I did. I called up then.

Speaker speaker_0: Okay. Would the... And that's where you... Excuse me. GHG is where you applied?

Speaker speaker_1: No, I applied on this number.

Speaker speaker_0: I mean, um, applied for the job?

Speaker speaker_1: I work for GHG. Correct.

Speaker speaker_0: But is GHG, GHG the name of your assignment or is it the name of your staffing agency?

Speaker speaker_1: That's the staffing agency, I guess. Out of Scranton, Pennsylvania.

Speaker speaker_0: Because I don't have a staffing agency with that name.

Speaker speaker_1: Oh, my word. All right. I'll call you back.

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

Speaker speaker_1: You too.