

## Transcript: Pearl

**Rojas-5789497184272384-4989740719325184**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is it that I'm speaking with? Good morning. I'm speaking for Linda, um, an employee of Norse Staffing. So, I just received an email, um, about the change in my benefits effective February 3rd. So, um, I didn't get the email, um, and the, the, the estimate said if you didn't get the email, just call the number. So, that's what I'm calling about. Okay. Bear with me one moment. I'm gonna place you on a brief hold. Okay. Thank you so much for holding, Miss Linda. Okay. And what... You said you're working for Norse Staffing, correct? Yes. All righty. And the last four digits of your Social? Uh, 9700? I have to check, though. All righty. I did find that out. Now, what's your name? Can you confirm your address and date of birth? Hmm, my address is 2600 John F. Kennedy Boulevard, Apartment 8L, Jersey City, N- New Jersey. And, you said what else? Date of birth. Uh, December 14, '94. Okay. And your phone number is 551-358-4835? Yes, that's my number. And I have your email address as linda.casey or casie@g1.com? Yes, K-A-S-C-E-Y-E. Okay. Yes, yeah. And how can I assist you today? Ah, so I just wanted to say, I didn't get the email about the change in benefits. That's basically what I'm asking about. So, if maybe you could kindly share, because I did get the message that said, um, "We hope you have looked into or you have read about your changes in your benefits." So, I just was asking if, uh, the email wasn't sent out, if it could kindly be sent again so that I can see what it entails. Okay. Um, so this staffing agency is currently transitioning to us. We are just the healthcare administrators. Um, so at the- Okay. ... moment, I don't have any specific, um, details about the coverage that is offered. Um... Uh-huh. The only thing that I could really do right now is, um, take down your contact information and within these day, these next couple days, they should be sending over, us over the information for you, your staffing agency- Mm-hmm. ... to enroll in coverage. Um, and as soon as we get that document in, I'll go ahead and give you a call back and we can go over the details or send you the, the guide that shows all the plans- Mm-hmm. ... in it, um, to your email. Oh, okay. Oh, okay. All right, good. So then, since you have- No, that's fine. I think... Yeah. Um, you do have 30 days from your first paycheck, which here I'm showing was the 23rd. So, you do have until February 21st to decide, um, what plans you're wanting, and it should be within these next couple days that we receive the information, so you'll have plenty of time to choose and enroll. Mm-hmm, that's, uh, for health? Yes, for healthcare benefits, so dental, medical, vision, um, that kind of thing. Okay, um, uh-huh. That's weird because when we did an orientation, um, we had the information and we just had to choose, um... Anyways, but it's fine. It's okay. Um, if you know what plans you're wanting to choo- to, to enroll in, I can enroll you. I just don't have the information to give you so you can choose your plan. Mm-hmm. No, it's fine. All right, whenever you do get some information to share, I guess you'll share that. That's fine, it's just that I was inquiring because the message seemed to say an email was already sent out, but

there isn't anything in my inbox. So, that's why I was calling, but it's fine. Whenever there's something, you'll share. All righty. Thank you so much for calling. You have a great day. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is it that I'm speaking with?

Speaker speaker\_1: Good morning. I'm speaking for Linda, um, an employee of Norse Staffing. So, I just received an email, um, about the change in my benefits effective February 3rd. So, um, I didn't get the email, um, and the, the, the estimate said if you didn't get the email, just call the number. So, that's what I'm calling about.

Speaker speaker\_0: Okay. Bear with me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you so much for holding, Miss Linda.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And what... You said you're working for Norse Staffing, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And the last four digits of your Social?

Speaker speaker\_1: Uh, 9700? I have to check, though.

Speaker speaker\_0: All righty. I did find that out. Now, what's your name? Can you confirm your address and date of birth?

Speaker speaker\_1: Hmm, my address is 2600 John F. Kennedy Boulevard, Apartment 8L, Jersey City, N- New Jersey. And, you said what else?

Speaker speaker\_0: Date of birth.

Speaker speaker\_1: Uh, December 14, '94.

Speaker speaker\_0: Okay. And your phone number is 551-358-4835?

Speaker speaker\_1: Yes, that's my number.

Speaker speaker\_0: And I have your email address as linda.casey or casie@g1.com?

Speaker speaker\_1: Yes, K-A-S-C-E-Y-E.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes, yeah.

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

Speaker speaker\_1: Ah, so I just wanted to say, I didn't get the email about the change in benefits. That's basically what I'm asking about. So, if maybe you could kindly share, because I did get the message that said, um, "We hope you have looked into or you have read about your changes in your benefits." So, I just was asking if, uh, the email wasn't sent out, if it could kindly be sent again so that I can see what it entails.

Speaker speaker\_0: Okay. Um, so this staffing agency is currently transitioning to us. We are just the healthcare administrators. Um, so at the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... moment, I don't have any specific, um, details about the coverage that is offered. Um...

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: The only thing that I could really do right now is, um, take down your contact information and within these day, these next couple days, they should be sending over, us over the information for you, your staffing agency-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to enroll in coverage. Um, and as soon as we get that document in, I'll go ahead and give you a call back and we can go over the details or send you the, the guide that shows all the plans-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... in it, um, to your email.

Speaker speaker\_1: Oh, okay. Oh, okay. All right, good.

Speaker speaker\_0: So then, since you have-

Speaker speaker\_1: No, that's fine. I think... Yeah.

Speaker speaker\_0: Um, you do have 30 days from your first paycheck, which here I'm showing was the 23rd. So, you do have until February 21st to decide, um, what plans you're wanting, and it should be within these next couple days that we receive the information, so you'll have plenty of time to choose and enroll.

Speaker speaker\_1: Mm-hmm, that's, uh, for health?

Speaker speaker\_0: Yes, for healthcare benefits, so dental, medical, vision, um, that kind of thing.

Speaker speaker\_1: Okay, um, uh-huh. That's weird because when we did an orientation, um, we had the information and we just had to choose, um... Anyways, but it's fine. It's okay.

Speaker speaker\_0: Um, if you know what plans you're wanting to choo- to, to enroll in, I can enroll you. I just don't have the information to give you so you can choose your plan.

Speaker speaker\_1: Mm-hmm. No, it's fine. All right, whenever you do get some information to share, I guess you'll share that. That's fine, it's just that I was inquiring because the message seemed to say an email was already sent out, but there isn't anything in my inbox. So, that's why I was calling, but it's fine. Whenever there's something, you'll share.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. Bye.