

## **Transcript: Pearl**

**Rojas-6013896593424384-6271333745475584**

### **Full Transcript**

Hi. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Lisa Hurst, H-U-R-S-T. And how can I assist you today? Um, I got an email that I was supposed to call about benefits. Okay. What's the name of the staffing agency you work for? C-FAN out of San Marcus, Texas. That's where... That's where you applied? Yes. I will start May 5th. I'm sorry, what is it called again? C as in cat and F-A-N, C-FAN. Okay. Yeah, I actually don't have a staffing agency by the name of that group. Would it be priority then? Priority Personnel? Yeah. And what is the last four digits of your social? Uh, 9522, sorry. You're fine. Okay, so they don't have your information in the system yet. What it is, is that your staffing agency offers healthcare benefits, so medical, dental, vision insurance, disability, stuff like that. Uh-huh. The price depends on how many plans you choose because they are all separate and the... and who you choose to cover and it's something that they take from your check every week. Right. You don't have to have it, it's just something that off-... is offered from your agency. Okay. So, I filled all that paperwork out in their office and can you find out if there was something wrong that... It could be just because you haven't started yet, they haven't sent it over. You... They do give you 30 days from your first paycheck to, um... They gave you... They usually enroll you right... Uh, as you start, they usually turn in your paperwork. It could be- Okay. ... that they just haven't sent it over. Okay. I'll get with them then. Thank you. No problem. Thank you for calling. You have a good day. Bye. Okay.

### **Conversation Format**

Speaker speaker\_0: Hi. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker\_1: Lisa Hurst, H-U-R-S-T.

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

Speaker speaker\_1: Um, I got an email that I was supposed to call about benefits.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: C-FAN out of San Marcus, Texas.

Speaker speaker\_0: That's where... That's where you applied?

Speaker speaker\_1: Yes. I will start May 5th.

Speaker speaker\_0: I'm sorry, what is it called again?

Speaker speaker\_1: C as in cat and F-A-N, C-FAN.

Speaker speaker\_0: Okay. Yeah, I actually don't have a staffing agency by the name of that group.

Speaker speaker\_1: Would it be priority then? Priority Personnel?

Speaker speaker\_0: Yeah. And what is the last four digits of your social?

Speaker speaker\_1: Uh, 9522, sorry.

Speaker speaker\_0: You're fine. Okay, so they don't have your information in the system yet. What it is, is that your staffing agency offers healthcare benefits, so medical, dental, vision insurance, disability, stuff like that.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: The price depends on how many plans you choose because they are all separate and the... and who you choose to cover and it's something that they take from your check every week.

Speaker speaker\_1: Right.

Speaker speaker\_0: You don't have to have it, it's just something that off-... is offered from your agency.

Speaker speaker\_1: Okay. So, I filled all that paperwork out in their office and can you find out if there was something wrong that...

Speaker speaker\_0: It could be just because you haven't started yet, they haven't sent it over. You... They do give you 30 days from your first paycheck to, um... They gave you... They usually enroll you right... Uh, as you start, they usually turn in your paperwork. It could be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that they just haven't sent it over.

Speaker speaker\_1: Okay. I'll get with them then. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a good day.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Okay.