

Transcript: Pearl

Rojas-6114756903616512-5946730401021952

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello. Hi, with Mr. McLoun, please. May I ask who's calling? My name is Pearl calling from Benefits in a Cart on behalf of your staff ... Say one more time? My name is Pearl. I'm calling from Benefits in a Cart on behalf of your staff ... BGSS. Okay. Um, before I continue, I do ask that the c- do advise that the call is being recorded for quality and security purposes. We are processing healthcare- Yeah. I'm at work, so. Like, what, just tell me when I can, uh, yeah, 'cause I'm not supposed to be on the phone right now. So what, what, wh- what do I have to do? Um, you're, we're processing your Healthcare Enrollment Form and it's showing that you requested coverage for- I don't need no healthcare. ... you and your child, and it- I don't need no healthcare. I already have healthcare. I have more than one job. I don't need your healthcare. Okay, so you want me to go- leverage as your requested? Yeah, I don't want... Yeah, I don't want no healthcare. All righty. I'll go ahead and allocate it to your account. Thank you so much for attending my call. All right, yeah.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hello.

Speaker speaker_2: Hi, with Mr. McLoun, please.

Speaker speaker_0: May I ask who's calling?

Speaker speaker_2: My name is Pearl calling from Benefits in a Cart on behalf of your staff ...

Speaker speaker_0: Say one more time?

Speaker speaker_2: My name is Pearl. I'm calling from Benefits in a Cart on behalf of your staff ... BGSS.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, before I continue, I do ask that the c- do advise that the call is being recorded for quality and security purposes. We are processing healthcare-

Speaker speaker_0: Yeah. I'm at work, so. Like, what, just tell me when I can, uh, yeah, 'cause I'm not supposed to be on the phone right now. So what, what, wh- what do I have to do?

Speaker speaker_2: Um, you're, we're processing your Healthcare Enrollment Form and it's showing that you requested coverage for-

Speaker speaker_0: I don't need no healthcare.

Speaker speaker_2: ... you and your child, and it-

Speaker speaker_0: I don't need no healthcare. I already have healthcare. I have more than one job. I don't need your healthcare.

Speaker speaker_2: Okay, so you want me to go- leverage as your requested?

Speaker speaker_0: Yeah, I don't want... Yeah, I don't want no healthcare.

Speaker speaker_2: All righty. I'll go ahead and allocate it to your account. Thank you so much for attending my call.

Speaker speaker_0: All right, yeah.