

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... you've been a card. My name is Pearl. Who the hell was I just speaking with? Uh, yes, it's Bobby B. I was supposed to call in. May I assist you? Hello? How can I assist you? My name's Bobby B. I was supposed to call in for this number. Okay, um, where did you get the number, and who told you to call? Uh, Crown, I guess. Did you receive a text message, an email, a voicemail? A text message. And what does that text message say? Pardon me? Eh. Par- Hello? What? Hello? Hello? Yeah, this is Bobby B. I was supposed to call in to Crown for my 30-day something. Okay, did you just recently start working with Crown? Well, I've been here about three weeks now, and, uh, they sent me a text saying, "Congratulations," something, "30 days into my benefits." So, Crown Staffing offers medical benefits to their employees, medical, dental, vision, short-term disability, stuff like that. You have 30 days from the date of your first paycheck to enroll. Um, the price depends on how many plans you choose and who you choose to cover, and that they deduct from your check every week. Uh, I don't think I'm gonna be doing that. Okay, so we'll go ahead and, um, decline you. What are the last four digits of your Social? Uh... Well, I need to, I need to go over with somebody about this before I walk into this department. All righty. We're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time, and you have 30 days to decline or they automatically enroll you in a preventative health plan. All right, later. Thank you for calling. You have a great day.

Conversation Format

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

Speaker speaker_1: ... you've been a card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker_2: Uh, yes, it's Bobby B. I was supposed to call in.

Speaker speaker_1: May I assist you?

Speaker speaker_2: Hello?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: My name's Bobby B. I was supposed to call in for this number.

Speaker speaker_1: Okay, um, where did you get the number, and who told you to call?

Speaker speaker_2: Uh, Crown, I guess.

Speaker speaker_1: Did you receive a text message, an email, a voicemail?

Speaker speaker_2: A text message.

Speaker speaker_1: And what does that text message say?

Speaker speaker_2: Pardon me?

Speaker speaker_1: Eh.

Speaker speaker_2: Par- Hello?

Speaker speaker_1: What?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Yeah, this is Bobby B. I was supposed to call in to Crown for my 30-day something.

Speaker speaker_1: Okay, did you just recently start working with Crown?

Speaker speaker_2: Well, I've been here about three weeks now, and, uh, they sent me a text saying, "Congratulations," something, "30 days into my benefits."

Speaker speaker_1: So, Crown Staffing offers medical benefits to their employees, medical, dental, vision, short-term disability, stuff like that. You have 30 days from the date of your first paycheck to enroll. Um, the price depends on how many plans you choose and who you choose to cover, and that they deduct from your check every week.

Speaker speaker_2: Uh, I don't think I'm gonna be doing that.

Speaker speaker_1: Okay, so we'll go ahead and, um, decline you. What are the last four digits of your Social?

Speaker speaker_2: Uh... Well, I need to, I need to go over with somebody about this before I walk into this department.

Speaker speaker_1: All righty. We're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time, and you have 30 days to decline or they automatically enroll you in a preventative health plan.

Speaker speaker_2: All right, later.

Speaker speaker_1: Thank you for calling. You have a great day.