

Transcript: Pearl

Rojas-6462575712714752-6035143385989120

Full Transcript

Your call has been recorded for quality assurance purposes. Hi, would Mr. Smith, please? Sure, who is this? My name is Pearl. I'm calling from Benefits in a Card. Is this Mr. Smith? Yes. Hi, I'm calling on behalf of your staff at Agency Hospitality Staffing Solutions. Before I continue, I just advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose a medical plan for employee plus children, but we did not receive any dependent information. So we're just calling to see whether that coverage is supposed to be for you and your child or children, or for just yourself. It's supposed to be for myself. Um, I must have put the wrong thing. My bad. Okay. No worries. So you chose the VIP standard for just yourself, dental, life insurance, um, and free Rx. So your weekly deductions will be of \$28.14. Okay. Okay, it will take one to two weeks for the staff at AGC to start making deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in the mail and your medical will go to your email. Do you know who you want to put for your beneficiary on your life insurance? Uh, nobody. I, I'm a, I don't have anybody on. I'm single, basically. Okay, um, all righty. So we'll go ahead and put that. Do you have any questions? Um, my question is, what this for? Is this for a job or something? Um, it's through Hospitality Staffing Solutions. This is your, it's the medical portion. Um, when you filled out to put your onboarding, your paperwork, uh, they had you fill out a form for health insurance if you do get a job with them. Um, and then something that they take from your check every week if you do begin. Oh. Um, uh, I don't want life insurance. Uh, I'm not, I'm not even in the age of trying to get a life insurance now. I'm still 26. Okay. So you're gonna just go free academic? Yes, ma'am. Good. Your weekly deductions will be only of \$26.18. Okay. Thank you. No problem. Thank you so much for attending my call. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call has been recorded for quality assurance purposes.

Speaker speaker_1: Hi, would Mr. Smith, please?

Speaker speaker_2: Sure, who is this?

Speaker speaker_1: My name is Pearl. I'm calling from Benefits in a Card. Is this Mr. Smith?

Speaker speaker_2: Yes.

Speaker speaker_1: Hi, I'm calling on behalf of your staff at Agency Hospitality Staffing Solutions. Before I continue, I just advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose a medical plan for employee plus children, but we did not receive any dependent information. So we're just calling to see whether that coverage is supposed to be for you and your child or children, or for just yourself.

Speaker speaker_2: It's supposed to be for myself. Um, I must have put the wrong thing. My bad.

Speaker speaker_1: Okay. No worries. So you chose the VIP standard for just yourself, dental, life insurance, um, and free Rx. So your weekly deductions will be of \$28.14.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, it will take one to two weeks for the staff at AGC to start making deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in the mail and your medical will go to your email. Do you know who you want to put for your beneficiary on your life insurance?

Speaker speaker_2: Uh, nobody. I, I'm a, I don't have anybody on. I'm single, basically.

Speaker speaker_1: Okay, um, all righty. So we'll go ahead and put that. Do you have any questions?

Speaker speaker_2: Um, my question is, what this for? Is this for a job or something?

Speaker speaker_1: Um, it's through Hospitality Staffing Solutions. This is your, it's the medical portion. Um, when you filled out to put your onboarding, your paperwork, uh, they had you fill out a form for health insurance if you do get a job with them. Um, and then something that they take from your check every week if you do begin.

Speaker speaker_2: Oh. Um, uh, I don't want life insurance. Uh, I'm not, I'm not even in the age of trying to get a life insurance now. I'm still 26.

Speaker speaker_1: Okay. So you're gonna just go free academic?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Good. Your weekly deductions will be only of \$26.18.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker_2: You too.