

## Transcript: Pearl

**Rojas-6526027562401792-6569121250983936**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with? Hello, Pearl. My name is Alvin. And how can I assist you? Um, I was given this number and told to call later Monday. I'm a, um, new hire. Well, I'm a temp, new temp at, uh, Les Sal Packaging. And I guess I'm here about the insurance portion of it. Okay. Um, thank you. What's the name of the staffing agency you worked for? Um... Um, just had it here. Let me check this. Integrate Staffing or something like that. Oh, here it is. Integrity Trade Services. Integrity. Integrity. integrity. Yes. And what are the last four digits of your social? 9480. You got to forgive me. I can't hardly hear you. You're breaking up. You're fine. I'm sorry about that. Did you get it? It's, uh, 9480. And you just started with them? I'm sorry? And you just started with them? Yeah. Yes, yes, I just started, like last week. 'Cause we still don't have your information. Um, did you want the insurance or did you want to opt out? Or did you need more information? I wanted to opt out. Opt out. Okay, um, so we can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number, um, and opt you out today or we can wait until Integrity, uh, sends us information. They do give you 30 days after your first paycheck to in, um, opt out. It's just however you prefer. Okay, we can, we can wait. Uh, we don't have to do it right now. I can wait on Integrity. Okay. Um, we're here Monday to Friday and you're good. I was going to call them this morning anyway. All right. He, he just sent me an email and said just contact you guys before today, so I thought, I assumed that everything was done on their end. Um, no. Sometimes they, sometimes they take a little longer to send over the information. Sometimes it comes, um, right away. It just depends on the staffing agency. Um- Yeah, yeah, yeah, no problem. But if you have, if you mind, um, wanting to do it before, just give us a call. We're here from 8:00 to 8:00 on Mon, uh, Monday to Friday, Eastern Standard Time. Okay. Awesome. Thank you. No problem. Have a great day. All right. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with?

Speaker speaker\_1: Hello, Pearl. My name is Alvin.

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

Speaker speaker\_1: Um, I was given this number and told to call later Monday. I'm a, um, new hire. Well, I'm a temp, new temp at, uh, Les Sal Packaging. And I guess I'm here about the

insurance portion of it.

Speaker speaker\_0: Okay. Um, thank you. What's the name of the staffing agency you worked for? Um...

Speaker speaker\_1: Um, just had it here. Let me check this. Integrate Staffing or something like that. Oh, here it is. Integrity Trade Services.

Speaker speaker\_0: Integrity. Integrity. integrity.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what are the last four digits of your social?

Speaker speaker\_1: 9480. You got to forgive me. I can't hardly hear you. You're breaking up.

Speaker speaker\_0: You're fine. I'm sorry about that.

Speaker speaker\_1: Did you get it? It's, uh, 9480.

Speaker speaker\_0: And you just started with them?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: And you just started with them?

Speaker speaker\_1: Yeah. Yes, yes, I just started, like last week.

Speaker speaker\_0: 'Cause we still don't have your information. Um, did you want the insurance or did you want to opt out? Or did you need more information?

Speaker speaker\_1: I wanted to opt out.

Speaker speaker\_0: Opt out. Okay, um, so we can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number, um, and opt you out today or we can wait until Integrity, uh, sends us information. They do give you 30 days after your first paycheck to in, um, opt out. It's just however you prefer.

Speaker speaker\_1: Okay, we can, we can wait. Uh, we don't have to do it right now. I can wait on Integrity.

Speaker speaker\_0: Okay. Um, we're here Monday to Friday and you're good.

Speaker speaker\_1: I was going to call them this morning anyway.

Speaker speaker\_0: All right.

Speaker speaker\_1: He, he just sent me an email and said just contact you guys before today, so I thought, I assumed that everything was done on their end.

Speaker speaker\_0: Um, no. Sometimes they, sometimes they take a little longer to send over the information. Sometimes it comes, um, right away. It just depends on the staffing agency. Um-

Speaker speaker\_1: Yeah, yeah, yeah, no problem.

Speaker speaker\_0: But if you have, if you mind, um, wanting to do it before, just give us a call. We're here from 8:00 to 8:00 on Mon, uh, Monday to Friday, Eastern Standard Time.

Speaker speaker\_1: Okay. Awesome. Thank you.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_1: All right. You too.