

Transcript: Pearl

Rojas-6612818264768512-5257070511308800

Full Transcript

Hi, yes. Cl- good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Hello, Pearl. My name is Jesus Ortiz. I noticed that you guys called, and I missed it. Okay. Was there a voicemail left? Huh? Did they leave a voicemail? Uh, uh, no, they did not leave a voicemail. Okay. Do you work for a staffing agency? Uh, yes. For which one? Uh, Doherty Staffing. All right, and what's the last four digits of your social? 8745. Okay. And you said 8745? Yeah, 8745 is my last digit. How long have you been working with Doherty? Uh, not that long. I would say, mm, I got hired at my, I, I'm working at a place that they gave me on January 8th. So I would say since January 8th, I've been working with Doherty. 'Cause I don't have any... I don't have an account with your name on it. Um... Hmm. Yeah, I, I don't have an account so I wouldn't, I wouldn't be a- be able today for sure what the call was about. Um... Because I did ca- uh, because I did have a, because I'm, I have medical with these things, and I, the doctor, the phone call doctor told me to tell one of the workers to tell them, to tell me to go to a clinic. But I was also wanting to know like, well, what clinic should I go to because I don't have insurance and they told me that they were, they'll transfer me to you guys. And that's when I did a voicemail and that was, I think that was yesterday or the day... Oh, that was on Saturday when I did all that. But you guys were closed because I wasn't in office hours. Okay. And, and you're sure you're with Doherty, you're not with a different agency? Uh, yeah, I'm in Doherty Staffing. No other one. Okay. Yeah, 'cause with Doherty, Doherty I don't have an a- an account for you. Um, is there any way for me to call your agency and make sure that it is Doherty? I- Or if you have a text message from them? Uh, yeah. Uh, I had Jodie, uh, contact me on, yesterday or the day before saying, uh, congratulations for, uh, my couple months of being, working with them and at the company I'm at. And I have also emails with them. No, because I don't have, I don't have an account with Doherty up with your name and information. Hmm. That's weird. Mm-hmm. Because I did everything with Doherty and that's how I got with you guys. And that's how I got the, the en- the vision and dental and the medical. Okay. Do you remember who you spoke with? Uh, mostly I did. Uh, mostly it was a doctor, Dr. Ken. Uh, I had a fe- No. To create your account, when you created your account and, and enrolled, do you remember who you talked with? I talked to, I don't even remember her name. That was a while ago. Okay. Uh, give me one moment. Okay. Yeah, 'cause I'm not finding an account with your name. Um... Uh, the only thing I could think of is, is to wait to see if they give you a call back again, um, or maybe receive an email, 'cause I'm not finding an account with Doherty with your information. Okay. I could definitely wait for a phone call back, uh, and see what happens. All right. Thank you so much for calling in. Have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, yes. Cl- good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_1: Hello, Pearl. My name is Jesus Ortiz. I noticed that you guys called, and I missed it.

Speaker speaker_0: Okay. Was there a voicemail left?

Speaker speaker_1: Huh?

Speaker speaker_0: Did they leave a voicemail?

Speaker speaker_1: Uh, uh, no, they did not leave a voicemail.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: For which one?

Speaker speaker_1: Uh, Doherty Staffing.

Speaker speaker_0: All right, and what's the last four digits of your social?

Speaker speaker_1: 8745.

Speaker speaker_0: Okay. And you said 8745?

Speaker speaker_1: Yeah, 8745 is my last digit.

Speaker speaker_0: How long have you been working with Doherty?

Speaker speaker_1: Uh, not that long. I would say, mm, I got hired at my, I, I'm working at a place that they gave me on January 8th. So I would say since January 8th, I've been working with Doherty.

Speaker speaker_0: 'Cause I don't have any... I don't have an account with your name on it. Um... Hmm. Yeah, I, I don't have an account so I wouldn't, I wouldn't be a- be able today for sure what the call was about. Um...

Speaker speaker_1: Because I did ca- uh, because I did have a, because I'm, I have medical with these things, and I, the doctor, the phone call doctor told me to tell one of the workers to tell them, to tell me to go to a clinic. But I was also wanting to know like, well, what clinic should I go to because I don't have insurance and they told me that they were, they'll transfer me to you guys. And that's when I did a voicemail and that was, I think that was yesterday or the day... Oh, that was on Saturday when I did all that. But you guys were closed because I wasn't in office hours.

Speaker speaker_0: Okay. And, and you're sure you're with Doherty, you're not with a different agency?

Speaker speaker_1: Uh, yeah, I'm in Doherty Staffing. No other one.

Speaker speaker_0: Okay. Yeah, 'cause with Doherty, Doherty I don't have an a- an account for you. Um, is there any way for me to call your agency and make sure that it is Doherty?

Speaker speaker_1: I-

Speaker speaker_0: Or if you have a text message from them?

Speaker speaker_1: Uh, yeah. Uh, I had Jodie, uh, contact me on, yesterday or the day before saying, uh, congratulations for, uh, my couple months of being, working with them and at the company I'm at. And I have also emails with them.

Speaker speaker_0: No, because I don't have, I don't have an account with Doherty up with your name and information.

Speaker speaker_1: Hmm. That's weird.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Because I did everything with Doherty and that's how I got with you guys. And that's how I got the, the en- the vision and dental and the medical.

Speaker speaker_0: Okay. Do you remember who you spoke with?

Speaker speaker_1: Uh, mostly I did. Uh, mostly it was a doctor, Dr. Ken. Uh, I had a fe-

Speaker speaker_0: No. To create your account, when you created your account and, and enrolled, do you remember who you talked with?

Speaker speaker_1: I talked to, I don't even remember her name. That was a while ago.

Speaker speaker_0: Okay. Uh, give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, 'cause I'm not finding an account with your name. Um... Uh, the only thing I could think of is, is to wait to see if they give you a call back again, um, or maybe receive an email, 'cause I'm not finding an account with Doherty with your information.

Speaker speaker_1: Okay. I could definitely wait for a phone call back, uh, and see what happens.

Speaker speaker_0: All right. Thank you so much for calling in. Have a great day.

Speaker speaker_1: Bye-bye.