

Transcript: Pearl

Rojas-6736579950460928-6057789679124480

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Good morning, Pearl, my name is Celeste . And how can I assist you? Uh- So, I, um, came through... I, um, did some with Robert Half and I signed up for the benefits. And then there's been a gap, uh, of a few weeks. And now I'm gonna start another sign-up next week. And I wanted to see, uh, i- if I could or what I could do to keep the benefits I signed up for or if it's too late? Okay. What's the name of this agency you work for? Robert Half. Where you applied? Um, the agency is Robert Half. I'm sorry, you sound really distorted. What was that? Okay, hold on. Wait a second. Let me just, uh... Is this better? Yes. Hello? Okay, yes. Sorry about that. So, the, uh, employment agency is called Robert Half. Robert Half? Uh-huh. Okay. I don't have an agency with that name. Do you know if it goes by any other name? Um, no. This is the phone number that they... Robert Half Benefits. This is the phone number that they still use. Um, hold on. Let me go... . Yeah. "If you're interested in learning more about our Benefits Plus program, please call 866-372-3980." No, you called, uh, you called 8-... uh, 800-497-4856. I called 866-372-3980. That's the number you dialed? I'm look- I'm... Look, I'm looking at it at my m- on my phone. Yeah. Okay. Bear with me one moment while I take you on a brief hold. Okay. Thank you so much for holding. So, we did work with Robert Half previously. But we no longer are their administrators. Oh, okay. You would have to reach out to your agency- Oh, okay. ... for an updated number. Okay. They, they're... Just a FYI, they're still listing real- listing real, obviously. So, um, that's not good. Mm-hmm.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Good morning, Pearl, my name is Celeste .

Speaker speaker_0: And how can I assist you? Uh-

Speaker speaker_1: So, I, um, came through... I, um, did some with Robert Half and I signed up for the benefits. And then there's been a gap, uh, of a few weeks. And now I'm gonna start another sign-up next week. And I wanted to see, uh, i- if I could or what I could do to keep the benefits I signed up for or if it's too late?

Speaker speaker_0: Okay. What's the name of this agency you work for?

Speaker speaker_1: Robert Half.

Speaker speaker_0: Where you applied?

Speaker speaker_1: Um, the agency is Robert Half.

Speaker speaker_0: I'm sorry, you sound really distorted. What was that?

Speaker speaker_1: Okay, hold on. Wait a second. Let me just, uh... Is this better?

Speaker speaker_0: Yes.

Speaker speaker_1: Hello?

Speaker speaker_0: Okay, yes.

Speaker speaker_1: Sorry about that. So, the, uh, employment agency is called Robert Half.

Speaker speaker_0: Robert Half?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. I don't have an agency with that name. Do you know if it goes by any other name?

Speaker speaker_1: Um, no. This is the phone number that they... Robert Half Benefits. This is the phone number that they still use. Um, hold on. Let me go... . Yeah. "If you're interested in learning more about our Benefits Plus program, please call 866-372-3980."

Speaker speaker_0: No, you called, uh, you called 8-... uh, 800-497-4856.

Speaker speaker_1: I called 866-372-3980.

Speaker speaker_0: That's the number you dialed?

Speaker speaker_1: I'm look- I'm... Look, I'm looking at it at my m- on my phone. Yeah.

Speaker speaker_0: Okay. Bear with me one moment while I take you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding. So, we did work with Robert Half previously. But we no longer are their administrators.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You would have to reach out to your agency-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... for an updated number.

Speaker speaker_1: Okay. They, they're... Just a FYI, they're still listing real- listing real, obviously. So, um, that's not good.

Speaker speaker_0: Mm-hmm.