

Transcript: Pearl

Rojas-4559448143872000-6231046999556096

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, my name is Glenn Gage. And how can I assist you? Um, you guys approved me of a, uh, a benefit card, and, um, it said it was gonna be here 10 to 15 days, and that was clear back on February 19th that, you know, you sent a text, and here it is... It's way past 15 days, so I'm wondering where my stuff at. Okay. What's the name of the staffing agency you work for? What? What's the name of the staffing agency you work for? No, I don't work for a staffing agency. We're- what, what's that got to do with anything? Because we do healthcare cover- healthcare benefits for staffing agencies. No, that's not what... No. Uh, no, that's... That was not even in the conversation I had with, uh, Levi. I'm not sure who you spoke to and what was said, but we do healthcare benefits for staffing agencies here at this number. I got this off Facebook. Hmm. I'm not sure- And I talked to a... So, so you're saying it's a fucking scam. Is that it? We do not scam people. We do healthcare- Oh, really? So, you changed the way you do things, or who you do it for, after you already- Yes. ... you know? Look up my name. Look up my address. I can't unless you have a staffing agency. Unless you work with a staffing agency.

Conversation Format

Speaker speaker_0: Hi. 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: Um, my name is Glenn Gage.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, you guys approved me of a, uh, a benefit card, and, um, it said it was gonna be here 10 to 15 days, and that was clear back on February 19th that, you know, you sent a text, and here it is... It's way past 15 days, so I'm wondering where my stuff at.

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

Speaker speaker_1: What?

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: No, I don't work for a staffing agency. We're- what, what's that got to do with anything?

Speaker speaker_0: Because we do healthcare cover- healthcare benefits for staffing agencies.

Speaker speaker_1: No, that's not what... No. Uh, no, that's... That was not even in the conversation I had with, uh, Levi.

Speaker speaker_0: I'm not sure who you spoke to and what was said, but we do healthcare benefits for staffing agencies here at this number.

Speaker speaker_1: I got this off Facebook.

Speaker speaker_0: Hmm. I'm not sure-

Speaker speaker_1: And I talked to a... So, so you're saying it's a fucking scam. Is that it?

Speaker speaker_0: We do not scam people. We do healthcare-

Speaker speaker_1: Oh, really? So, you changed the way you do things, or who you do it for, after you already-

Speaker speaker_0: Yes.

Speaker speaker_1: ... you know? Look up my name. Look up my address.

Speaker speaker_0: I can't unless you have a staffing agency. Unless you work with a staffing agency.