

## **Transcript: Pearl**

**Rojas-4666667126276096-5274805303033856**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello, my name's Kate Pierce. I just got the check, Um, what is involved for temporary se- some... model? You work for a company this year? The search, yeah. For which one? Oh, the one in Culpeper. What's the name of the actual agency? Uh, Search. The Search Staffing offers healthcare benefits to employees; medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check every week. So, uh, did... I thought they already did that. You already signed up for coverage? Mm-hmm. That... They said that automatic something. Y- yeah, they have auto... Plan or... Yeah, they have an auto-enrollment program. They enroll you in a preventative health plan, um, after three days of your first paycheck. So, they already take... Um, well, I only my... Tomorrow my second check, so they already... they deducted that already, right? No, after 30 days, they start the deduction. Oh. Oh, you're not, like, get it right away after 30 days. Okay. Yes. All right, then. Thank you. No problem. Have a great day. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hello, my name's Kate Pierce. I just got the check, Um, what is involved for temporary se- some... model?

Speaker speaker\_0: You work for a company this year?

Speaker speaker\_1: The search, yeah.

Speaker speaker\_0: For which one?

Speaker speaker\_1: Oh, the one in Culpeper.

Speaker speaker\_0: What's the name of the actual agency?

Speaker speaker\_1: Uh, Search.

Speaker speaker\_0: The Search Staffing offers healthcare benefits to employees; medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check

every week.

Speaker speaker\_1: So, uh, did... I thought they already did that.

Speaker speaker\_0: You already signed up for coverage?

Speaker speaker\_1: Mm-hmm. That... They said that automatic something.

Speaker speaker\_0: Y- yeah, they have auto...

Speaker speaker\_1: Plan or...

Speaker speaker\_0: Yeah, they have an auto-enrollment program. They enroll you in a preventative health plan, um, after three days of your first paycheck.

Speaker speaker\_1: So, they already take... Um, well, I only my... Tomorrow my second check, so they already... they deducted that already, right?

Speaker speaker\_0: No, after 30 days, they start the deduction.

Speaker speaker\_1: Oh. Oh, you're not, like, get it right away after 30 days. Okay.

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right, then. Thank you.

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

Speaker speaker\_1: Bye-bye.