

## **Transcript: Pearl**

**Rojas-5056256185909248-5243377240686592**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Giralvez. Who am I speaking with? Um, Heriberto Hernandez. And how can I assist you, Mr. Hernandez? Yes. I was working with SSC. Is this, um, unemployment benefits? No, sir. You would have to be working with the staffing agency to sign up for their benefits. Oh, okay. Oh, okay then. Um, can I call at different time, ma'am? Just because, um, right now I'm, I'm sick. I'm in the hospital, and I was just wondering if it was just layoffs. Okay. Of course. We're here Monday to Friday, 8:00 A.M. to 3:00 P.M. Eastern Standard Time. Okay. Thank you, ma'am. Have a great day. Enjoy.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Giralvez. Who am I speaking with?

Speaker speaker\_1: Um, Heriberto Hernandez.

Speaker speaker\_0: And how can I assist you, Mr. Hernandez?

Speaker speaker\_1: Yes. I was working with SSC. Is this, um, unemployment benefits?

Speaker speaker\_0: No, sir. You would have to be working with the staffing agency to sign up for their benefits.

Speaker speaker\_1: Oh, okay. Oh, okay then. Um, can I call at different time, ma'am? Just because, um, right now I'm, I'm sick. I'm in the hospital, and I was just wondering if it was just layoffs.

Speaker speaker\_0: Okay. Of course. We're here Monday to Friday, 8:00 A.M. to 3:00 P.M. Eastern Standard Time.

Speaker speaker\_1: Okay. Thank you, ma'am.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: Enjoy.