

Transcript: Pearl

Rojas-5058381330464768-6341092842094592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with? My name is Martin James. Hello? Hello, they send you a message on your phone to call 2020-... I, I'm sorry, you sound really far away. I said, they send you a message on your phone to 2020-call. You're, you still sound far away. You said they sent you a message to your phone? Yes, ma'am. And what did the message say? Uh, I'll read it for you. It says, "Congratulations, job with Crown. You will be offered the benefits of a 30-day card." Uh, sir, I'm sorry. You sound really far away. Is there any way you could... Hello? Hello. Can you hear me now? You, it, you sound really far away. Hello? Hello, ma'am? Hello. Can you hear me now? It sounds a little better. Um, you said they sent you a message. What does the message say? It says, "Congratulations, job with Crown. You will be offered the benefits of a 30-day card. Dial this number on your card." Okay, so Crown Services offers healthcare plans to their employees, um, dental, medical, 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.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with?

Speaker speaker_2: My name is Martin James.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello, they send you a message on your phone to call 2020-...

Speaker speaker_1: I, I'm sorry, you sound really far away.

Speaker speaker_2: I said, they send you a message on your phone to 2020-call.

Speaker speaker_1: You're, you still sound far away. You said they sent you a message to your phone?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And what did the message say?

Speaker speaker_2: Uh, I'll read it for you. It says, "Congratulations, job with Crown. You will be offered the benefits of a 30-day card."

Speaker speaker_1: Uh, sir, I'm sorry. You sound really far away. Is there any way you could...

Speaker speaker_2: Hello?

Speaker speaker_1: Hello.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: You, it, you sound really far away.

Speaker speaker_2: Hello? Hello, ma'am?

Speaker speaker_1: Hello.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: It sounds a little better. Um, you said they sent you a message. What does the message say?

Speaker speaker_2: It says, "Congratulations, job with Crown. You will be offered the benefits of a 30-day card. Dial this number on your card."

Speaker speaker_1: Okay, so Crown Services offers healthcare plans to their employees, um, dental, medical, 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.