

## Transcript: Pearl

**Rojas-5073678633582592-5237363326894080**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this speaking with? Hi, this is Evelyn. How are you doing today? I'm great. And yourself? I'm good. I've got a question. M-my, uh, the company that I work for actually gave me this number, um, because I was trying to ask them more about the... I'm pregnant right now and I want to know if they're paid, like, for the maternity leave and none of them is sure. They just told me to call this number and ask and maybe get more information or info about it. I mean, and you... So you're asking if your maternity leave is paid? Yeah, 'cause I asked the, like, the company that I work for. I'm a caregiver and none of them has the right answer. They was like, "Just call the number." And, uh, like... Did you speak with ... your staff at EDC directly? What is it? Did you speak with any staff at EDC directly? Yes, I did and they gave me this number to call. It was like, "Just call this number. You might be able to get more information more than we can provide." So we don't, we don't deal with, with maternity leave. That would be up to your staff in EDC if it's paid or not. Oh my god. Okay. Makes sense. No problem. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this speaking with?

Speaker speaker\_2: Hi, this is Evelyn. How are you doing today?

Speaker speaker\_1: I'm great. And yourself?

Speaker speaker\_2: I'm good. I've got a question. M- my, uh, the company that I work for actually gave me this number, um, because I was trying to ask them more about the... I'm pregnant right now and I want to know if they're paid, like, for the maternity leave and none of them is sure. They just told me to call this number and ask and maybe get more information or info about it.

Speaker speaker\_1: I mean, and you... So you're asking if your maternity leave is paid?

Speaker speaker\_2: Yeah, 'cause I asked the, like, the company that I work for. I'm a caregiver and none of them has the right answer. They was like, "Just call the number." And, uh, like...

Speaker speaker\_1: Did you speak with ... your staff at EDC directly?

Speaker speaker\_2: What is it?

Speaker speaker\_1: Did you speak with any staff at EDC directly?

Speaker speaker\_2: Yes, I did and they gave me this number to call. It was like, "Just call this number. You might be able to get more information more than we can provide."

Speaker speaker\_1: So we don't, we don't deal with, with maternity leave. That would be up to your staff in EDC if it's paid or not.

Speaker speaker\_2: Oh my god. Okay. Makes sense.

Speaker speaker\_1: No problem. You have a great day.

Speaker speaker\_2: You too.