

Transcript: Pearl

Rojas-5112118692757504-5717471918768128

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 do I have the pleasure of speaking with? What is it? Benefits in a Card. Okay. Uh, yeah, I received a text to say that, to call this number. Okay. Um, do you work for a staffing agency? I'm sorry, I totally didn't hear. What? Do you work for a staffing agency? Yes. For which one? For, um, uh, that's a staffing agency. Tha- that's the name of it. Which? Oh, oh, you said, um... I'm sorry, which staffing agency? All Staff Agency. All Staff? Yeah. Um, let's see. All Staff, I don't... I don't have an agency with that name. Let me, let me make sure I'm, making sure of the right one. Oh no, it's On Track. Okay. On Track Staffing. Okay. Um, On Track Staffing, if they give you, if the message had our number, it's most likely about the healthcare benefits. That's what we take care of. Did you just recently start with them? Yes. Okay, so On Track is- But it will be a month, it will be a month from now. Okay. Or it must be a month already. Yeah. Okay, so On Track gives their employees 30 days from the date of their first paycheck to enroll in healthcare benefits, so medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you are. Yeah, but I don't want, I don't wanna... I'm sorry, I don't want them both, and enrolling in medical 'cause I have medical already. Okay, so you can... Okay, so you can just ignore the messages. You'll get them once a week for the first 30 days. Okay, thank you. No problem. You have a great day. Bye.

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 do I have the pleasure of speaking with?

Speaker speaker_2: What is it?

Speaker speaker_1: Benefits in a Card.

Speaker speaker_2: Okay. Uh, yeah, I received a text to say that, to call this number.

Speaker speaker_1: Okay. Um, do you work for a staffing agency?

Speaker speaker_2: I'm sorry, I totally didn't hear. What?

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: Yes.

Speaker speaker_1: For which one?

Speaker speaker_2: For, um, uh, that's a staffing agency. Tha- that's the name of it.

Speaker speaker_1: Which? Oh, oh, you said, um... I'm sorry, which staffing agency?

Speaker speaker_2: All Staff Agency.

Speaker speaker_1: All Staff?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, let's see. All Staff, I don't... I don't have an agency with that name.

Speaker speaker_2: Let me, let me make sure I'm, making sure of the right one. Oh no, it's On Track.

Speaker speaker_1: Okay.

Speaker speaker_2: On Track Staffing.

Speaker speaker_1: Okay. Um, On Track Staffing, if they give you, if the message had our number, it's most likely about the healthcare benefits. That's what we take care of. Did you just recently start with them?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so On Track is-

Speaker speaker_2: But it will be a month, it will be a month from now.

Speaker speaker_1: Okay.

Speaker speaker_2: Or it must be a month already. Yeah.

Speaker speaker_1: Okay, so On Track gives their employees 30 days from the date of their first paycheck to enroll in healthcare benefits, so medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you are.

Speaker speaker_2: Yeah, but I don't want, I don't wanna... I'm sorry, I don't want them both, and enrolling in medical 'cause I have medical already.

Speaker speaker_1: Okay, so you can... Okay, so you can just ignore the messages. You'll get them once a week for the first 30 days.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Bye.