

Transcript: Pearl

Rojas-5160858924040192-5611732846723072

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 does Uh, Mr. Speaker speaking with? Uh, Fernando. And how can I assist you? I am, uh, responding to an email to apply for benefits, and- Okay, what is- ... there's no information... Uh, I'm missing a brochure basically. Okay. And what name of company does he work for? Terras. Uh, they have a new name too. Uh, let's see. I think, uh, the emails mention Terras, T-E-R-R-A-S, uh, HR team or h- hiring, staffing group. Yes, I know, right? Uh, I know, right? And did you want just a benefit guide or did you want to go ahead and enroll? Well, I, I can enroll but I wanted to see the differences in the, in the... Yeah, I need the guide. Okay, what's your email address? It's, uh, S.Anthony, A-N-T-H-O-N-Y, Perez, P-E-R-E-Z @gmail.com. Okay. All right. So then you got that benefit guide sent to you. Okay. That's good. Um, and then you have 30 days from the date of your first paycheck to enroll. From, from my first paycheck? Yes. Okay. Let's see. And, uh, is it gonna, uh, outlay the, the two med- two different medical plans? Yep, it'll... It'll show you all the plans that are offered and what's covered, how much they're covering and how much they cost a week. Okay. Okay, good. I'll look into that and then I'll think about it. Thank you. No problem. Thank you so much for calling. 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: Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl. Who does Uh, Mr. Speaker speaking with?

Speaker speaker_2: Uh, Fernando.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I am, uh, responding to an email to apply for benefits, and-

Speaker speaker_1: Okay, what is-

Speaker speaker_2: ... there's no information... Uh, I'm missing a brochure basically.

Speaker speaker_1: Okay. And what name of company does he work for?

Speaker speaker_2: Terras. Uh, they have a new name too. Uh, let's see. I think, uh, the emails mention Terras, T-E-R-R-A-S, uh, HR team or h- hiring, staffing group.

Speaker speaker_1: Yes, I know, right? Uh, I know, right? And did you want just a benefit guide or did you want to go ahead and enroll?

Speaker speaker_2: Well, I, I can enroll but I wanted to see the differences in the, in the... Yeah, I need the guide.

Speaker speaker_1: Okay, what's your email address?

Speaker speaker_2: It's, uh, S.Anthony, A-N-T-H-O-N-Y, Perez, P-E-R-E-Z @gmail.com.

Speaker speaker_1: Okay. All right. So then you got that benefit guide sent to you.

Speaker speaker_2: Okay. That's good.

Speaker speaker_1: Um, and then you have 30 days from the date of your first paycheck to enroll.

Speaker speaker_2: From, from my first paycheck?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Let's see. And, uh, is it gonna, uh, outlay the, the two med- two different medical plans?

Speaker speaker_1: Yep, it'll... It'll show you all the plans that are offered and what's covered, how much they're covering and how much they cost a week.

Speaker speaker_2: Okay. Okay, good. I'll look into that and then I'll think about it. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.