

Transcript: Pearl

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Full Transcript

... within an hour. My name is Pearl, who does Pleasure speaking with? Hey, this is Caleb. I just got a call from you guys. Okay. Do you work for a staffing agency? Uh, yeah, Doherty. Doherty? Uh, give me one moment. And what are the last four digits of your Social? For the what? Your Social, last four digits of your Social. Uh, let me check real quick. 6251. Okay. May I ask your date of birth? 1748 County Road 86. And the city and state? So please... What? The city and state? Yeah, Alexandria, Minnesota. And your date of birth? 7/24. I mean, yeah, 7/24/05. Okay. And your phone number is 320-491-1004? Yep. And then, you know, as CALEB.ANDERSON0724@GMAIL.COM? Yep. All right, so I have here that you sent, um, reply to the, um, to a text message saying, "I tried to enroll, but I don't know if my password is working or not." Um- Yeah. And that's what they were giving you a call about. Let's see. Okay. You are eligible to enroll in coverage if you'd like, um... I can tell you how to do that online or we can do it over the phone, however you prefer. Yeah, it don't matter. So, would you like to do it over the phone or do you want to do the website? Uh, let's do it over the phone. Okay. Do you know what you want to enroll in today? The what? Do you know what you're wanting to enroll in today? Uh, so I had a job through Doherty and I'm going to be quitting that 'cause I got one of my older jobs back. So I wasn't sure how to, like, get from that. Um, it takes- I didn't know if I had to do anything. Well, I, so it takes one to two weeks to process the enroll, the coverage, and that did, that first payment has to be through your payroll, um, deduction. After that- Mm-hmm. ... you can make four direct payments once you leave Doherty, but that first payment does have to be from a payroll. Oh, okay. Will you be... Do you know if you'll be there long enough to, to see that first deduction? Are you wanting to take insurance with you? Um, I'm not really sure. I'll be going into Doherty today, later, and I'll talk to them more and I'll let you guys know then. Okay. We're here 'til 8:00 PM Eastern Standard Time. Perfect. Thank you. Have a great day. You too.

Conversation Format

Speaker speaker_0: ... within an hour. My name is Pearl, who does Pleasure speaking with?

Speaker speaker_1: Hey, this is Caleb. I just got a call from you guys.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: Uh, yeah, Doherty.

Speaker speaker_0: Doherty? Uh, give me one moment. And what are the last four digits of your Social?

Speaker speaker_1: For the what?

Speaker speaker_0: Your Social, last four digits of your Social.

Speaker speaker_1: Uh, let me check real quick. 6251.

Speaker speaker_0: Okay. May I ask your date of birth?

Speaker speaker_1: 1748 County Road 86.

Speaker speaker_0: And the city and state?

Speaker speaker_1: So please... What?

Speaker speaker_0: The city and state?

Speaker speaker_1: Yeah, Alexandria, Minnesota.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/24. I mean, yeah, 7/24/05.

Speaker speaker_0: Okay. And your phone number is 320-491-1004?

Speaker speaker_1: Yep.

Speaker speaker_0: And then, you know, as CALEB.ANDERSON0724@GMAIL.COM?

Speaker speaker_1: Yep.

Speaker speaker_0: All right, so I have here that you sent, um, reply to the, um, to a text message saying, "I tried to enroll, but I don't know if my password is working or not." Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: And that's what they were giving you a call about. Let's see.

Speaker speaker_1: Okay.

Speaker speaker_0: You are eligible to enroll in coverage if you'd like, um... I can tell you how to do that online or we can do it over the phone, however you prefer.

Speaker speaker_1: Yeah, it don't matter.

Speaker speaker_0: So, would you like to do it over the phone or do you want to do the website?

Speaker speaker_1: Uh, let's do it over the phone.

Speaker speaker_0: Okay. Do you know what you want to enroll in today?

Speaker speaker_1: The what?

Speaker speaker_0: Do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, so I had a job through Doherty and I'm going to be quitting that 'cause I got one of my older jobs back. So I wasn't sure how to, like, get from that.

Speaker speaker_0: Um, it takes-

Speaker speaker_1: I didn't know if I had to do anything.

Speaker speaker_0: Well, I, so it takes one to two weeks to process the enroll, the coverage, and that did, that first payment has to be through your payroll, um, deduction. After that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you can make four direct payments once you leave Doherty, but that first payment does have to be from a payroll.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Will you be... Do you know if you'll be there long enough to, to see that first deduction? Are you wanting to take insurance with you?

Speaker speaker_1: Um, I'm not really sure. I'll be going into Doherty today, later, and I'll talk to them more and I'll let you guys know then.

Speaker speaker_0: Okay. We're here 'til 8:00 PM Eastern Standard Time.

Speaker speaker_1: Perfect. Thank you.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too.