

## Transcript: Pearl

**Rojas-5404261808914432-5800098561048576**

### Full Transcript

Hi. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Samuel. And how can I assist you? I just got a message from AC Staffing that says call Benefits In a Card at the number to make changes before my window closes. Okay, and you said AC Staffing? Yes, ma'am. Okay, give me one moment. To be completely honest, I'm not even 100% sure what this is. So we're the healthcare administrators for various different staffing agencies. Um, wait one second, AC. I don't have a staffing agency named AC. Um... HG, Hotel Golf. HG. Okay, HG Staffing offers healthcare benefits to their employees, dental, medical, vision, short-term disability, things like that. The price depends on how many plans you choose because everything is separate, and who you choose to cover, and it's something that they deduct from your check every week. Oh, okay. Could I do that through you or would I have to do it through AC Staffing? Nope, you can do it through, uh, through me over the phone. Uh, what is the last four digits of your Social? 8706. And if you can verify your address and date of birth. I'm sorry, you said address and date of birth? Yes, sir. 258 Hartsville Pike, Carthage, Tennessee. And then date of birth is 05/30/2005. Okay. And I have your phone number as 615-706-9818. Yes, ma'am. And I have your email address as Sam- samuelramirez12@icloud.com? Yes, ma'am. All right. And do you know what you're wanting to enroll in? I honestly have no clue. Okay. So, uh, you have 30 days from the 7th of, of February to enroll. If you'd like, I can send you a copy of the benefit guide. There it'll show you the plans, um, how much is covered for each service depending on the plan, how much is deducted every week depending on who you cov- uh, who you cover. And then when you're ready and decide if you want it you can give us a call back, and if you don't want it just, you don't have to do anything. Yes, ma'am, if you wouldn't mind. All right, so that guide is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Yes, ma'am. Do you have any questions? No, ma'am. Thank you. Thank you so much for calling. You have a great day.

### Conversation Format

Speaker speaker\_0: Hi. Hi, 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\_1: Samuel.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I just got a message from AC Staffing that says call Benefits In a Card at the number to make changes before my window closes.

Speaker speaker\_0: Okay, and you said AC Staffing?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, give me one moment.

Speaker speaker\_1: To be completely honest, I'm not even 100% sure what this is.

Speaker speaker\_0: So we're the healthcare administrators for various different staffing agencies. Um, wait one second, AC. I don't have a staffing agency named AC. Um...

Speaker speaker\_1: HG, Hotel Golf.

Speaker speaker\_0: HG. Okay, HG Staffing offers healthcare benefits to their employees, dental, medical, vision, short-term disability, things like that. The price depends on how many plans you choose because everything is separate, and who you choose to cover, and it's something that they deduct from your check every week.

Speaker speaker\_1: Oh, okay. Could I do that through you or would I have to do it through AC Staffing?

Speaker speaker\_0: Nope, you can do it through, uh, through me over the phone. Uh, what is the last four digits of your Social?

Speaker speaker\_1: 8706.

Speaker speaker\_0: And if you can verify your address and date of birth.

Speaker speaker\_1: I'm sorry, you said address and date of birth?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: 258 Hartsville Pike, Carthage, Tennessee. And then date of birth is 05/30/2005.

Speaker speaker\_0: Okay. And I have your phone number as 615-706-9818.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as Sam- samuelramirez12@icloud.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. And do you know what you're wanting to enroll in?

Speaker speaker\_1: I honestly have no clue.

Speaker speaker\_0: Okay. So, uh, you have 30 days from the 7th of, of February to enroll. If you'd like, I can send you a copy of the benefit guide. There it'll show you the plans, um, how much is covered for each service depending on the plan, how much is deducted every week depending on who you cov- uh, who you cover. And then when you're ready and decide if you

want it you can give us a call back, and if you don't want it just, you don't have to do anything.

Speaker speaker\_1: Yes, ma'am, if you wouldn't mind.

Speaker speaker\_0: All righty, so that guide is gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No, ma'am. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.