

Transcript: Pearl

Rojas-5445403500658688-5555802162118656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. So what other pleasures you deal with? Uh, this is ... I just got a missed call from you. That's why I'm calling back to see what's going on. Okay, what's the name of the staffing agency you work for? What? Do you work for a staffing agency? For staffing agency? Yes. For which one? Uh, I applied for InterGroup Industry. And I applied for, for a lot of them, Partners Personnel, and yeah. Partners Personnel. Okay, what are the last four digits of your Social? Um, 8895. Okay, let me take a look here. If you can just confirm your address and date of birth, I can take a look, see what that call was about, okay? 1951 Southamptn Road, Atlanta, Georgia, 30349. Okay, and your date of birth? December 28, 1998. Okay, and I have your phone number as 404-979-1797? Yeah. I'm sorry, you said your date of birth is 12/28/98? No, 28. Yeah, 2898. Yeah. Okay, I have a different date of birth on file for you. Yeah, uh- Can you confirm your full Social Security? Uh, yeah, uh, the, the, the... I'm sorry about the date of birth 'cause that's the 24th December, 1998. Okay. So taking a look here- Yeah. ... it looks like that we received a text message from you, or you replied to a text message, um, asking what the coverage, the, what the, the message was about. So we were just calling you back to let you know that we're the healthcare administrators for staffing agencies. Um, Partners Personnel offers healthcare to their workers and the price depends on who you cover and how many plans you choose. And it's something that they take from your check every week, but you would have to be working with the agency to apply. Wh- which, which agency exactly you mean? Partners Personnel. Yeah, I worked with Partners Personnel before. But do you currently work for them? No, right now I have no... I'm not working for them because I haven't... They, they're not giving me a job right now. They've been lying, you know? Yeah. Okay, so you can just ignore the messages. You have to be working with them to actually enroll in the, in the coverage. Yeah, that's fine. Thank you. Thank you for calling. Have a great day. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. So what other pleasures you deal with?

Speaker speaker_2: Uh, this is ... I just got a missed call from you. That's why I'm calling back to see what's going on.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: What?

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: For staffing agency? Yes.

Speaker speaker_1: For which one?

Speaker speaker_2: Uh, I applied for InterGroup Industry. And I applied for, for a lot of them, Partners Personnel, and yeah.

Speaker speaker_1: Partners Personnel. Okay, what are the last four digits of your Social?

Speaker speaker_2: Um, 8895.

Speaker speaker_1: Okay, let me take a look here. If you can just confirm your address and date of birth, I can take a look, see what that call was about, okay?

Speaker speaker_2: 1951 Southamptn Road, Atlanta, Georgia, 30349.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: December 28, 1998.

Speaker speaker_1: Okay, and I have your phone number as 404-979-1797?

Speaker speaker_2: Yeah.

Speaker speaker_1: I'm sorry, you said your date of birth is 12/28/98?

Speaker speaker_2: No, 28. Yeah, 2898. Yeah.

Speaker speaker_1: Okay, I have a different date of birth on file for you.

Speaker speaker_2: Yeah, uh-

Speaker speaker_1: Can you confirm your full Social Security?

Speaker speaker_2: Uh, yeah, uh, the, the, the... I'm sorry about the date of birth 'cause that's the 24th December, 1998.

Speaker speaker_1: Okay. So taking a look here-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it looks like that we received a text message from you, or you replied to a text message, um, asking what the coverage, the, what the, the message was about. So we were just calling you back to let you know that we're the healthcare administrators for staffing agencies. Um, Partners Personnel offers healthcare to their workers and the price depends on who you cover and how many plans you choose. And it's something that they take from your check every week, but you would have to be working with the agency to apply.

Speaker speaker_2: Wh- which, which agency exactly you mean?

Speaker speaker_1: Partners Personnel.

Speaker speaker_2: Yeah, I worked with Partners Personnel before.

Speaker speaker_1: But do you currently work for them?

Speaker speaker_2: No, right now I have no... I'm not working for them because I haven't... They, they're not giving me a job right now. They've been lying, you know? Yeah.

Speaker speaker_1: Okay, so you can just ignore the messages. You have to be working with them to actually enroll in the, in the coverage.

Speaker speaker_2: Yeah, that's fine. Thank you.

Speaker speaker_1: Thank you for calling. Have a great day.

Speaker speaker_2: All right.