

Transcript: Pearl

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Full Transcript

Benefits and a Card. . Um, English please. Hi, good morning. Thank you for calling Benefits and A Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, this is Amber. How are you? I'm good, and yourself? I'm pretty good, hon. I can't complain. Hm-- and how can I assist you today? Um, I'm calling to do the re-enrollment for benefits. Okay. Re-enrollment. Did you leave the Staffing Agency at any time or is it just because the new year? Just because the new year. So as long as you don't want to make any changes, you don't have to do anything. The, the coverage will roll over in itself, um- Okay. ... as long as you keep working for that Staffing Agency. Okay. Awesome. Thank you so much. I seen that text message and it just scared me I would need my medical insurance. All righty. No worries. You have a great day. You too, loves. Bye.

Conversation Format

Speaker speaker_0: Benefits and a Card. .

Speaker speaker_1: Um, English please.

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits and A Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, this is Amber. How are you?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: I'm pretty good, hon. I can't complain.

Speaker speaker_0: Hm-- and how can I assist you today?

Speaker speaker_1: Um, I'm calling to do the re-enrollment for benefits.

Speaker speaker_0: Okay. Re-enrollment. Did you leave the Staffing Agency at any time or is it just because the new year?

Speaker speaker_1: Just because the new year.

Speaker speaker_0: So as long as you don't want to make any changes, you don't have to do anything. The, the coverage will roll over in itself, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... as long as you keep working for that Staffing Agency.

Speaker speaker_1: Okay. Awesome. Thank you so much. I seen that text message and it just scared me I would need my medical insurance.

Speaker speaker_0: All righty. No worries. You have a great day.

Speaker speaker_1: You too, loves. Bye.