

Transcript: Pearl

Rojas-5555427152183296-5274294564896768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, with Mr. Kony, please? Yes. Hi, my name is Pearl. I'm calling from Benefits in a Card, um, on behalf of your- calling on behalf of your staff at EDC, the resource company. Hello? Before I continue, I'm calling on behalf of your staff at EDC, the resource company. Oh, okay. Hi. Hey, how you doing? I'm great. Before I continue, I just advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you didn't provide us with the street numbers to your address, so we were just calling to get that information. It's, uh, 412 Regent, 412 Regent Center Circle. Okay, 412. Thank you for that. So, I have you down for dental and short-term disability. That makes your weekly deductions \$7.04. Okay. Okay, it will take one to two weeks for the staff at EDC to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in the mail. Okay. Do you have any questions? No, ma'am. All right. Thank you so much for attending my call. You have a great day. All right, thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, with Mr. Kony, please?

Speaker speaker_2: Yes.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits in a Card, um, on behalf of your- calling on behalf of your staff at EDC, the resource company.

Speaker speaker_2: Hello?

Speaker speaker_1: Before I continue, I'm calling on behalf of your staff at EDC, the resource company.

Speaker speaker_2: Oh, okay. Hi. Hey, how you doing?

Speaker speaker_1: I'm great. Before I continue, I just advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you didn't provide us with the street numbers to your address, so we were just calling to get that information.

Speaker speaker_2: It's, uh, 412 Regent, 412 Regent Center Circle.

Speaker speaker_1: Okay, 412. Thank you for that. So, I have you down for dental and short-term disability. That makes your weekly deductions \$7.04.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, it will take one to two weeks for the staff at EDC to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All righty. Thank you so much for attending my call. You have a great day.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Bye.