

Transcript: Pearl

Rojas-5623218623692800-5426564956110848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I have the pleasure of speaking with? Oh, hi. My name is Jerry ... How can I assist you? I'm sorry? How can I assist you? Well, there's something that sent me a message about a card benefits and all that. Do you work for a staffing agency? Of course, I did. Yeah. For which one? Which one what, ma'am? For which staffing agency? HSS. Okay. Um, and you said, you had text message something about a card? No, I just worked for them one, one, one day. And I was taking like two weeks to get paid, and now they send me a message saying that I should get my benefits card. What kind of benefits? HSS offers their employees healthcare benefits. Um, they give you 30 days from receiving your first paycheck to enroll, but in order to enroll, you do have to still be working with them. In order to enroll, I have to do what? You have to be working with them still. Oh, you mean continuous work? Yes. If you wanted to sign up for the healthcare benefits, you would have to be working with them ... No, no. ... at the moment. I knew that. I have my own insurance, but thank you anyway. All right, you can just ignore the message. You have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I have the pleasure of speaking with?

Speaker speaker_2: Oh, hi. My name is Jerry ...

Speaker speaker_3: How can I assist you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Well, there's something that sent me a message about a card benefits and all that.

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: Of course, I did. Yeah.

Speaker speaker_1: For which one?

Speaker speaker_2: Which one what, ma'am?

Speaker speaker_1: For which staffing agency?

Speaker speaker_2: HSS.

Speaker speaker_1: Okay. Um, and you said, you had text message something about a card?

Speaker speaker_2: No, I just worked for them one, one, one day. And I was taking like two weeks to get paid, and now they send me a message saying that I should get my benefits card. What kind of benefits?

Speaker speaker_1: HSS offers their employees healthcare benefits. Um, they give you 30 days from receiving your first paycheck to enroll, but in order to enroll, you do have to still be working with them.

Speaker speaker_2: In order to enroll, I have to do what?

Speaker speaker_1: You have to be working with them still.

Speaker speaker_2: Oh, you mean continuous work?

Speaker speaker_1: Yes. If you wanted to sign up for the healthcare benefits, you would have to be working with them ...

Speaker speaker_2: No, no.

Speaker speaker_1: ... at the moment.

Speaker speaker_2: I knew that. I have my own insurance, but thank you anyway.

Speaker speaker_1: All right, you can just ignore the message. You have a great day.