

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Moore, please? This is she. Hi, my name is Pearl ■uncá. I'm sending a card on behalf of your staffing agency, BGSS. Yeah. I'm- You calling on, on my? Excuse me? Can you repeat that? You're calling on behalf of who? BGSS. I don't know who that is, but yes, ma'am, I'm listening. Um, the staffing agency? Oh, yes, ma'am. Um, we're processing healthcare enrollment forms and you chose a plan for employee plus child, but we did not receive any dependent information. So we're just calling to see if that coverage was for just yourself or for you and the child. What dependents did I put on- I mean, what, uh, what benefits is this for? Like health and dental? Health and... Yes. Okay, yeah, I don't need it for, uh, the children. Okay, so just for yourself because you chose a preventative health plan. Yes, ma'am, just for myself. Okay, so your deductions are going to be \$15.65 a week. It does take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your card in your mail. All right, thank you. No problem, thank you so much for attending my call. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, with Ms. Moore, please?

Speaker speaker_2: This is she.

Speaker speaker_1: Hi, my name is Pearl ■uncá. I'm sending a card on behalf of your staffing agency, BGSS.

Speaker speaker_2: Yeah. I'm- You calling on, on my?

Speaker speaker_1: Excuse me?

Speaker speaker_2: Can you repeat that? You're calling on behalf of who?

Speaker speaker_1: BGSS.

Speaker speaker_2: I don't know who that is, but yes, ma'am, I'm listening.

Speaker speaker_1: Um, the staffing agency?

Speaker speaker_2: Oh, yes, ma'am.

Speaker speaker_1: Um, we're processing healthcare enrollment forms and you chose a plan for employee plus child, but we did not receive any dependent information. So we're just calling to see if that coverage was for just yourself or for you and the child.

Speaker speaker_2: What dependents did I put on- I mean, what, uh, what benefits is this for? Like health and dental?

Speaker speaker_1: Health and... Yes.

Speaker speaker_2: Okay, yeah, I don't need it for, uh, the children.

Speaker speaker_1: Okay, so just for yourself because you chose a preventative health plan.

Speaker speaker_2: Yes, ma'am, just for myself.

Speaker speaker_1: Okay, so your deductions are going to be \$15.65 a week. It does take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your card in your mail.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem, thank you so much for attending my call. You have a great day.

Speaker speaker_2: You too.