

Transcript: Pearl

Rojas-5698271970115584-6085840557883392

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl you're speaking with. Hi. This is Crystal How are you today? I'm good, and yourself? I'm okay. How may I help you? I'm calling... I'm calling because, um, I am get... I got hired for a job in the city, and, um, I received, uh, this document for Benefits in a Card, but I don't understand it. Uh, I... The only thing I understand is that you guys are not a m- um, a medical card. So if you can explain better so I can, uh, see how I fill out this form. So Benefits in a Card, we are, um, healthcare administrators for staffing agencies. Mm-hmm. What staffing agency do you work for? So it will be for HPD for the city, but since it's a temp, uh, position, North Staffing Group is the one handling the documents. So North Staffing... North Staffing offers healthcare benefits to their employees, medical, dental, short-term disability, um, things like that. The price depends on how many plans you choose and who you choose to cover, and it's a fee that's deducted from your check every week. Okay, so I just have to pick something from here, and then they... it will be deducted on my... from my check? Correct. Okay. Now, uh, is... I wonder if, uh, does this have to be mandatory to pick something from this document, or, or no? No, ma'am. No. Okay. Thank you. Thank you for your help. No problem. Thank you so much for calling. You have a great day. Same to you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl you're speaking with.

Speaker speaker_1: Hi. This is Crystal How are you today?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: I'm okay.

Speaker speaker_0: How may I help you?

Speaker speaker_1: I'm calling... I'm calling because, um, I am get... I got hired for a job in the city, and, um, I received, uh, this document for Benefits in a Card, but I don't understand it. Uh, I... The only thing I understand is that you guys are not a m- um, a medical card. So if you can explain better so I can, uh, see how I fill out this form.

Speaker speaker_0: So Benefits in a Card, we are, um, healthcare administrators for staffing agencies.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What staffing agency do you work for?

Speaker speaker_1: So it will be for HPD for the city, but since it's a temp, uh, position, North Staffing Group is the one handling the documents.

Speaker speaker_0: So North Staffing... North Staffing offers healthcare benefits to their employees, medical, dental, short-term disability, um, things like that. The price depends on how many plans you choose and who you choose to cover, and it's a fee that's deducted from your check every week.

Speaker speaker_1: Okay, so I just have to pick something from here, and then they... it will be deducted on my... from my check?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Now, uh, is... I wonder if, uh, does this have to be mandatory to pick something from this document, or, or no?

Speaker speaker_0: No, ma'am. No.

Speaker speaker_1: Okay. Thank you. Thank you for your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Same to you. Bye-bye.