

Transcript: Pearl

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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 else was I speaking with? Good afternoon. My name is Mutunwayo Alarabe. I'm sorry, you sound really far. What, what was that? My name is Mutunwayo Alarabe. Can you hear that? Uh, a bit. How can I help you? Oh, you're... Uh, I'm just... I called my employer this morning. I was just asking them about my sick, sick, uh, sick pay, sick pay, sick pay leave. So, um, I don't really know how that works because I've, I've been here for one year. So, if I want to apply for sick pay, how would I go about to do that? And I don't even know how many hours I'm entitled for. You want to apply for sick pay? Yeah. You would have to talk to your staffing agency. My what? You would have to talk to your staffing agency. Where you apply for the job? Yeah, I'm already... Um, I'm already at the job, I'm already working. Okay, but if you want to apply for sick pay, you have to talk to your agency. We can enroll you in healthcare, but as far as sick pay, that would be through your agency. Oh. Oh, well, I don't know why they have to transfer, give me this number to call for benefits. I'm not sure. Um, we can enroll you in benefits. We take care of the benefits, but it's not sick pay. Okay. So then what kind of benefit is that? Um, health... It's medical, dental, vision, short-term disability, um, group accidents, stuff like that. That's not what I'm looking for. Yeah, that's not what I'm looking for. Thank you. No problem. Thank you so much for calling.

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 else was I speaking with?

Speaker speaker_2: Good afternoon. My name is Mutunwayo Alarabe.

Speaker speaker_1: I'm sorry, you sound really far. What, what was that?

Speaker speaker_2: My name is Mutunwayo Alarabe. Can you hear that?

Speaker speaker_1: Uh, a bit. How can I help you?

Speaker speaker_2: Oh, you're... Uh, I'm just... I called my employer this morning. I was just asking them about my sick, sick, uh, sick pay, sick pay, sick pay leave. So, um, I don't really know how that works because I've, I've been here for one year. So, if I want to apply for sick pay, how would I go about to do that? And I don't even know how many hours I'm entitled for.

Speaker speaker_1: You want to apply for sick pay?

Speaker speaker_2: Yeah.

Speaker speaker_1: You would have to talk to your staffing agency.

Speaker speaker_2: My what?

Speaker speaker_1: You would have to talk to your staffing agency. Where you apply for the job?

Speaker speaker_2: Yeah, I'm already... Um, I'm already at the job, I'm already working.

Speaker speaker_1: Okay, but if you want to apply for sick pay, you have to talk to your agency. We can enroll you in healthcare, but as far as sick pay, that would be through your agency.

Speaker speaker_2: Oh. Oh, well, I don't know why they have to transfer, give me this number to call for benefits.

Speaker speaker_1: I'm not sure. Um, we can enroll you in benefits. We take care of the benefits, but it's not sick pay.

Speaker speaker_2: Okay. So then what kind of benefit is that?

Speaker speaker_1: Um, health... It's medical, dental, vision, short-term disability, um, group accidents, stuff like that.

Speaker speaker_2: That's not what I'm looking for. Yeah, that's not what I'm looking for. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling.