

## **Transcript: Pearl**

**Rojas-6031928949522432-5719661003456512**

### **Full Transcript**

Hi, good afternoon. Thank you for calling . Who may I please speak to on the phone? Hi, um, I'm calling because, um, I'm trying to fill out an enrollment form that, um, that is showing some type of coverage elections. And I wanted to know, is there, um, a link where it shows what these elections, these plan options are? 'Cause it gives just an amount, but I don't know what, what, what those, um, the, the elections are exactly and what they cover? Okay, no worries. I can definitely send you a copy of the benefit guide and it'll explain the plans and, and how much they cover for each service. Oh, okay. What's the name of the staffing agency you work for? Um, it's going to be... Um, let me see. I don't... Hospitality Staffing Solutions. Okay, and what is your email? Uh, jasonrod21@gmail.com. All righty. This email's going to come from info@benefitsandcard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay? Okay. Thank, thank you. No problem. Thank you. You guys have a great day. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling . Who may I please speak to on the phone?

Speaker speaker\_1: Hi, um, I'm calling because, um, I'm trying to fill out an enrollment form that, um, that is showing some type of coverage elections. And I wanted to know, is there, um, a link where it shows what these elections, these plan options are? 'Cause it gives just an amount, but I don't know what, what, what those, um, the, the elections are exactly and what they cover?

Speaker speaker\_0: Okay, no worries. I can definitely send you a copy of the benefit guide and it'll explain the plans and, and how much they cover for each service.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Um, it's going to be... Um, let me see.

Speaker speaker\_2: I don't... Hospitality Staffing Solutions.

Speaker speaker\_0: Okay, and what is your email?

Speaker speaker\_2: Uh, jasonrod21@gmail.com.

Speaker speaker\_0: All righty. This email's going to come from info@benefitsandcard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank, thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: You guys have a great day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You too.