

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who's pleasure am I speaking with? It's Carl Williams. And how can I assist you? Oh, well, y'all had called me some, some, something said I've lapsed in the card for one or two weeks or something, I don't know. Okay. So somebody called you? They sent me a text. I take it you work for a staffing agency? Yeah. For which one? Uh, it depends on who you're... It depends on who you're with. We work with various different staffing agencies. Um, so, uh, it just depends. Crown, uh... We do work with Crown. And you said it was something about lapse in coverage? Yeah. That's probably what it is. I've never been... Look, I'm not there with them no more. I ain't got no job with them no more right now. Okay. So if that's what it is, your benefits are not... are most likely not active, because you're not working with them and there's no deductions coming out. Oh, okay. Gotcha. Okay. All right. Thank you. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who's pleasure am I speaking with?

Speaker speaker_1: It's Carl Williams.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, well, y'all had called me some, some, something said I've lapsed in the card for one or two weeks or something, I don't know.

Speaker speaker_0: Okay. So somebody called you?

Speaker speaker_1: They sent me a text.

Speaker speaker_0: I take it you work for a staffing agency?

Speaker speaker_1: Yeah.

Speaker speaker_0: For which one?

Speaker speaker_1: Uh, it depends on who you're... It depends on who you're with.

Speaker speaker_0: We work with various different staffing agencies. Um, so, uh, it just depends.

Speaker speaker_1: Crown, uh...

Speaker speaker_0: We do work with Crown. And you said it was something about lapse in coverage?

Speaker speaker_1: Yeah. That's probably what it is. I've never been... Look, I'm not there with them no more. I ain't got no job with them no more right now.

Speaker speaker_0: Okay. So if that's what it is, your benefits are not... are most likely not active, because you're not working with them and there's no deductions coming out.

Speaker speaker_1: Oh, okay. Gotcha. Okay. All right. Thank you.

Speaker speaker_0: No problem. Have a great day.