

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lu. Who do I have the pleasure of speaking with? Um, I was just... I got a text message saying, "Congratulations on your job with Crime. You will be, um, um, adopted into benefits within 30 days. Call BIC at this number and make changes before your window closes." Okay. So, um, Crown offers healthcare around, I think healthcare benefits, medical, dental, vision, short-term disability, stuff like that. Okay. The price depends on how many plans you choose and who you choose... cover, cover. And it's something that they deduct from your check every week. If you don't want the coverage, you have to decline or you'll be automatically enrolled after 30 days of receiving your first paycheck. Oh. Oh. So, Sweetie, what you want me to do? We need to get medical insurance and dental insurance and, uh, rental insurance. ■■■ insurance, you know, healthcare. Yeah. Yeah. I need to get all that but, uh, I'm finna head, I'm finna head though. Because we're on our way to work. Yeah. I'm finna head to work. I, I'll call y'all by... 'cause I... when I get off at 10:30, y'all will be closed, right? Or I can call you back when I get off tonight? Um, we close at 8:00 PM Eastern Standard Time. Okay. So I'll call y'all at nine o'clock in the morning. All righty. Thank you so much for calling. You have a great day. Great. Yes, ma'am.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lu. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, I was just... I got a text message saying, "Congratulations on your job with Crime. You will be, um, um, adopted into benefits within 30 days. Call BIC at this number and make changes before your window closes."

Speaker speaker_0: Okay. So, um, Crown offers healthcare around, I think healthcare benefits, medical, dental, vision, short-term disability, stuff like that.

Speaker speaker_1: Okay.

Speaker speaker_0: The price depends on how many plans you choose and who you choose... cover, cover. And it's something that they deduct from your check every week. If you don't want the coverage, you have to decline or you'll be automatically enrolled after 30 days of receiving your first paycheck.

Speaker speaker_1: Oh. Oh. So, Sweetie, what you want me to do?

Speaker speaker_2: We need to get medical insurance and dental insurance and, uh, rental insurance. ■■■ insurance, you know, healthcare.

Speaker speaker_1: Yeah. Yeah. I need to get all that but, uh, I'm finna head, I'm finna head though.

Speaker speaker_2: Because we're on our way to work.

Speaker speaker_1: Yeah. I'm finna head to work. I, I'll call y'all by... 'cause I... when I get off at 10:30, y'all will be closed, right? Or I can call you back when I get off tonight?

Speaker speaker_0: Um, we close at 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay. So I'll call y'all at nine o'clock in the morning.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Great. Yes, ma'am.