

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. With Ms. Thompson, please? Who? Hello. With Ms. Thompson? Jada Thompson? Oh, yeah. This i- here she is. This is her. Hi, my name is Pearl. I'm calling from Benefits and a Card on behalf of your staffing agency, Hospitality Staffing Solutions. Uh-huh. Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing health care enrollment forms, and on your form you chose two plans for employee plus spouse, but we did not receive any dependent information. So we're just calling to see if you wanted that coverage for just yourself or for you and your spouse? Um, you could do just for me. Just for yourself? Okay. So with the plan that you chose and, um, lowering that coverage to just yourself, your weekly deductions are going to be \$45.95. Okay. Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your, um, vision and preventative health card in the mail, and your medical will go to your email. Okay. But I don't know if I did get the job or not. Okay. Um, I can process the enrollment form and then if you do get the job and start working, it'll start coming out of your paycheck, or I can decline you and then you just wait for you to start and then apply then, uh, enroll then. However you prefer. Okay. Did you want to enroll today or wait until you started? Um, I can wait till I start. Okay. I'll go ahead and notate your account. Thank you so much for attending my call. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: With Ms. Thompson, please?

Speaker speaker_2: Who?

Speaker speaker_3: Hello.

Speaker speaker_1: With Ms. Thompson? Jada Thompson?

Speaker speaker_2: Oh, yeah. This i- here she is.

Speaker speaker_3: This is her.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits and a Card on behalf of your staffing agency, Hospitality Staffing Solutions.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing health care enrollment forms, and on your form you chose two plans for employee plus spouse, but we did not receive any dependent information. So we're just calling to see if you wanted that coverage for just yourself or for you and your spouse?

Speaker speaker_3: Um, you could do just for me.

Speaker speaker_1: Just for yourself? Okay. So with the plan that you chose and, um, lowering that coverage to just yourself, your weekly deductions are going to be \$45.95.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your, um, vision and preventative health card in the mail, and your medical will go to your email.

Speaker speaker_3: Okay. But I don't know if I did get the job or not.

Speaker speaker_1: Okay. Um, I can process the enrollment form and then if you do get the job and start working, it'll start coming out of your paycheck, or I can decline you and then you just wait for you to start and then apply then, uh, enroll then. However you prefer.

Speaker speaker_3: Okay.

Speaker speaker_1: Did you want to enroll today or wait until you started?

Speaker speaker_3: Um, I can wait till I start.

Speaker speaker_1: Okay. I'll go ahead and notate your account. Thank you so much for attending my call.

Speaker speaker_3: Okay.