

## Transcript: Pearl

**Rojas-6286285878247424-5293491638419456**

### Full Transcript

Hi. Good morning, thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Uh, yeah, there, Pearl, my name is Rubin Valentine. And how can I assist you? Yeah, hey, there. Um, you said your name's Pearl? It is. Oh, okay, good, yeah. Um, yeah, so I'm looking to, um, um, my, you know, I've got coverage through, um, one of your third parties, uh, that, that you guys cover which is BGSF, who I was work- working for, work for. Okay. Right. And, um, I need to get some details, um, information on how I can possibly, um, file for short-term disability. Um, had a little hiccup, uh, physically, that I'm working through, so. Okay. So those questions would be for the insurance carrier. I can transfer you over if you'd like. Oh. Oh, okay. So you guys are just the... What, what are you guys? You're, you're just- The healthcare administrators, so we do, like, enrollments, declinations, cancellations, changes, things like that. Stuff like that, okay. Okay, yeah, that'd be great, uh, Pearl. Um, no problem. Just bear with me one moment, I'm gonna get you transferred over. Okay. Have a good day. Thank you for calling. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning, thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker\_1: Uh, yeah, there, Pearl, my name is Rubin Valentine.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yeah, hey, there. Um, you said your name's Pearl?

Speaker speaker\_0: It is.

Speaker speaker\_1: Oh, okay, good, yeah. Um, yeah, so I'm looking to, um, um, my, you know, I've got coverage through, um, one of your third parties, uh, that, that you guys cover which is BGSF, who I was work- working for, work for.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Right. And, um, I need to get some details, um, information on how I can possibly, um, file for short-term disability. Um, had a little hiccup, uh, physically, that I'm working through, so.

Speaker speaker\_0: Okay. So those questions would be for the insurance carrier. I can transfer you over if you'd like.

Speaker speaker\_1: Oh. Oh, okay. So you guys are just the... What, what are you guys? You're, you're just-

Speaker speaker\_0: The healthcare administrators, so we do, like, enrollments, declinations, cancellations, changes, things like that.

Speaker speaker\_1: Stuff like that, okay. Okay, yeah, that'd be great, uh, Pearl.

Speaker speaker\_0: Um, no problem. Just bear with me one moment, I'm gonna get you transferred over.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have a good day. Thank you for calling.

Speaker speaker\_1: You too.