

## **Transcript: Pearl**

**Rojas-6470826059677696-5001431110172672**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling... card. My name is Pearl, who knows what you're speaking with. Yeah. My name is George Andrew. I'd just to say received a text message that I, um, with this phone number in it and curious the overall breakdown of that. Um, it's to say for a job through a temp service that I do not possess as far as rel- relevance. Huh? Okay. So you don't work for any staffing agency? I do. Uh, to say I did. They, uh, the job that they put me at, they no longer need me there, but I, I mean, I am a client of the staffing agency, yes. Okay. What- I'm, I do not understand what this is all about is the situation I'm in right now. I guess if you could explain to me, please. No, definitely. I definitely get it. Um, so what does the text message say? We work with staffing agencies as far as healthcare. Um, so it just depends on what that message says, uh, onto how it applies to you, like... Okay. It, well, it's, uh... Oh, let me... Give me one second to see if I can't manage my own phone to look back and... Are you still there? Yes. Okay. It's, "Congrats, with, congrats on your job with Crown. You will be opted into benefits within 30 days," and to call this phone number- Okay. So Crown- ... to make changes before your window. Yep. So Crown Services offer healthcare, healthcare benefits to their employees, dental, medical, short-term disability, life insurance, those kinds of things. Um, they do require you to enroll or decline within 30 days of r- receiving your first paycheck. If you don't do either, you're automatically enrolled in a preventative health plan that's deducted from your check every week. In order for this to occur, you do have to be working with them. So if you're not working with them at the moment, you don't have to worry about it. Okay. Okay. Well, thank you. I believe I understand now. I truly appreciate you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling... card. My name is Pearl, who knows what you're speaking with.

Speaker speaker\_2: Yeah. My name is George Andrew. I'd just to say received a text message that I, um, with this phone number in it and curious the overall breakdown of that. Um, it's to say for a job through a temp service that I do not possess as far as rel- relevance.

Speaker speaker\_1: Huh? Okay. So you don't work for any staffing agency?

Speaker speaker\_2: I do. Uh, to say I did. They, uh, the job that they put me at, they no longer need me there, but I, I mean, I am a client of the staffing agency, yes.

Speaker speaker\_1: Okay. What-

Speaker speaker\_2: I'm, I do not understand what this is all about is the situation I'm in right now. I guess if you could explain to me, please.

Speaker speaker\_1: No, definitely. I definitely get it. Um, so what does the text message say? We work with staffing agencies as far as healthcare. Um, so it just depends on what that message says, uh, onto how it applies to you, like...

Speaker speaker\_2: Okay. It, well, it's, uh... Oh, let me... Give me one second to see if I can't manage my own phone to look back and... Are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. It's, "Congrats, with, congrats on your job with Crown. You will be opted into benefits within 30 days," and to call this phone number-

Speaker speaker\_1: Okay. So Crown-

Speaker speaker\_2: ... to make changes before your window.

Speaker speaker\_1: Yep. So Crown Services offer healthcare, healthcare benefits to their employees, dental, medical, short-term disability, life insurance, those kinds of things. Um, they do require you to enroll or decline within 30 days of r- receiving your first paycheck. If you don't do either, you're automatically enrolled in a preventative health plan that's deducted from your check every week. In order for this to occur, you do have to be working with them. So if you're not working with them at the moment, you don't have to worry about it.

Speaker speaker\_2: Okay. Okay. Well, thank you. I believe I understand now. I truly appreciate you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.