

Transcript: Pearl

Rojas-6724690371362816-5624305892147200

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and would like to speak to you about? Hi, hi. I'm Innocent Arimana. And how can I help you? Um, I received the message from... Congra- Congression on, cons, on your job with the crown. You will be opted into the benefit of 30 day. So- Okay. I have to... I have to call you. Okay. Crown Services offers healthcare, um, coverage for their employees. They offer dental, medical, vision, short-term disability, stuff like that. Um, the price depends on how many ch- plans you choose and who you'd like to cover. If you don't pick a plan that you like or decline the coverage, you're a- Which, which, which coverage is this? -deducted from your check every week. Hello? Hello. Yes. So dental, vision, medical, stuff like that. Oh, let me... Le- le- let me talk. Okay.

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 Benefits in a Card. My name is Pearl, who does and would like to speak to you about?

Speaker speaker_2: Hi, hi. I'm Innocent Arimana.

Speaker speaker_1: And how can I help you?

Speaker speaker_2: Um, I received the message from... Congra- Congression on, cons, on your job with the crown. You will be opted into the benefit of 30 day. So-

Speaker speaker_1: Okay.

Speaker speaker_2: I have to... I have to call you.

Speaker speaker_1: Okay. Crown Services offers healthcare, um, coverage for their employees. They offer dental, medical, vision, short-term disability, stuff like that. Um, the price depends on how many ch- plans you choose and who you'd like to cover. If you don't pick a plan that you like or decline the coverage, you're a-

Speaker speaker_2: Which, which, which coverage is this?

Speaker speaker_1: -deducted from your check every week. Hello?

Speaker speaker_2: Hello.

Speaker speaker_1: Yes. So dental, vision, medical, stuff like that.

Speaker speaker_2: Oh, let me... Le- le- let me talk. Okay.