

Transcript: Pearl

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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 that was, what's this person speaking with? Hi, Pearl, my name is Bekah. And how can I assist you? Yeah, um, my husband works for Partners Personnel and, um, sh, um, the office manager gave us this number to call and see if we can get information about benefits. Okay. Um... And how long has he been working for Partners Personnel? Like how long? Yes. Um, maybe about a month now. Okay. So I can send you guys a copy of the benefit guide, but in order to confirm if he's eligible to enroll or not, I would have to speak with him to be able to access his account. Um... Okay. So- Um, would it be possible to just go ahead and get that guide then? He works, um, during the hours, so that's why I was giving you a call, but, um... Okay, no worries. I can definitely get you that guide sent to you. In the guide, it's gonna show you the plans that are offered, um, what they cover, how much they cover for each service, and then the price depends on who he wants to cover. What is the email address you want that sent to? Can you send it to Bekah, B-E-K-A-H, and then a period, Noorlander, which is N-O-O-R-L-A-N-D-E-R. Okay. Is that M like mom or N like Nancy? N as in Nancy. Okay. And that's at countryfinancial.com. Perfect. Okay. And this guide is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox- Mm-hmm. ... try your spam or junk folder. Um, and then- Mm-hmm. ... if he does decide to enroll, he can either do it over the phone with us or, um, he can do it through an enrollment form at his staffing agency. If there's any way, um, if he ... Excuse me. If he can't talk or doesn't have time to do it, if there's any way for him just to be on the phone with you for a couple seconds to authorize you to make changes to his account, then we can move forward- Mm-hmm. ... with you, but we do need him to authorize that you can make changes on that account. Okay, perfect. And then, um... Okay, yeah. Okay. Thank you. I appreciate it, and then, um, how long does he usually take to get the email? Um, it should arrive in a couple moments. Okay, perfect. All right. Thank you so much. Have a great day. You as well. Thank you for calling. Mm-hmm.

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 that was, what's this person speaking with?

Speaker speaker_2: Hi, Pearl, my name is Bekah.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yeah, um, my husband works for Partners Personnel and, um, sh, um, the office manager gave us this number to call and see if we can get information about benefits.

Speaker speaker_1: Okay. Um... And how long has he been working for Partners Personnel?

Speaker speaker_2: Like how long?

Speaker speaker_1: Yes.

Speaker speaker_2: Um, maybe about a month now.

Speaker speaker_1: Okay. So I can send you guys a copy of the benefit guide, but in order to confirm if he's eligible to enroll or not, I would have to speak with him to be able to access his account. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: So-

Speaker speaker_2: Um, would it be possible to just go ahead and get that guide then? He works, um, during the hours, so that's why I was giving you a call, but, um...

Speaker speaker_1: Okay, no worries. I can definitely get you that guide sent to you. In the guide, it's gonna show you the plans that are offered, um, what they cover, how much they cover for each service, and then the price depends on who he wants to cover. What is the email address you want that sent to?

Speaker speaker_2: Can you send it to Bekah, B-E-K-A-H, and then a period, Noorlander, which is N-O-O-R-L-A-N-D-E-R.

Speaker speaker_1: Okay. Is that M like mom or N like Nancy?

Speaker speaker_2: N as in Nancy.

Speaker speaker_1: Okay.

Speaker speaker_2: And that's at countryfinancial.com.

Speaker speaker_1: Perfect. Okay. And this guide is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... try your spam or junk folder. Um, and then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if he does decide to enroll, he can either do it over the phone with us or, um, he can do it through an enrollment form at his staffing agency. If there's any way, um, if he ... Excuse me. If he can't talk or doesn't have time to do it, if there's any way for him just to be on the phone with you for a couple seconds to authorize you to make changes to his

account, then we can move forward-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... with you, but we do need him to authorize that you can make changes on that account.

Speaker speaker_2: Okay, perfect. And then, um... Okay, yeah. Okay. Thank you. I appreciate it, and then, um, how long does he usually take to get the email?

Speaker speaker_1: Um, it should arrive in a couple moments.

Speaker speaker_2: Okay, perfect. All right. Thank you so much. Have a great day.

Speaker speaker_1: You as well. Thank you for calling.

Speaker speaker_2: Mm-hmm.