

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Uh, could you speak up a little bit? I can hardly hear you. My name is Pamela. How may I help you? So, uh, this is Bonnie Eloise Wright and I signed up for, um, dental and vision, uh, last week. And I'm, just wanted to see if it went through okay, and, uh, do I need to sign up for the payments to come out of my bank account or is that an automatic thing, or how does that work? Okay. So the, the payment will come out, out of your paycheck. Okay. Uh, it, it will be set up through, through your employer. Now in order to make sure that the enrollment went through correctly, I'm gonna need the last four digits of your Social and the name of the staffing agency. Uh, Creative Circle. And the last four digits of my Social is 8059. Bonnie Eloise Wright. That's right. For security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. You need my address? And date of birth. Sure. It's February the 3rd, 1949. And the address is, uh, 6205 Price Drive, North Richland Hills, Texas 76180. Thank you for the information. We have a telephone number on file, 817-879-8468. Yep. And your email is eloise.wright@gmail.com. No, it's eloise.wright1@gmail.com. Okay. Thank you. All right. So I see that yes, you are enrolled. Um, let's see. Let me... Okay. Dental, critical illness, life insurance and vision. Yeah, that's all in one clump, right? Mm-hmm. That was... Okay. And so, um, what is the, uh, the, uh, the dental and the vision, uh, companies that are, that that's coming out of? It will be, for dental, American Public Life, and vision is through MetLife. And also your critical and life insurance is through American Public Life APL. Okay, so is that written someplace, um, uh, for me to look back at it? So- You know, the companies that you just told me? They will... Um, you could go to the, the website and you will be able to see. Are you there? Yes, ma'am, I'm here. Hello? I'm here, ma'am. I can hear you. Okay. You were, you were... You have been cutting out. So, um, um, so, um, okay. And then also- The benefits- What? Okay. Go ahead, ma'am. So there- The benefits still pending to start. What? Your benefit's still pending- Uh-huh. ... to start. We have to receive the first premium from your employer. It happens after we receive it, it happens on the f- the following Monday. Okay. So that means my next paycheck, which comes out Friday, you'll take the money out of that? Is that you're- Most likely. Is that what you're saying? So we do not have access to your payroll. We have to wait for your employer to process the payment and send it to us. Okay, so I need to check with them and see when that's gonna happen? You could do so, yes, ma'am. Okay. And so there was another something that said something about, um, uh, uh, prescriptions, that sort of thing. Um, can you explain that to me? Uh, is that like, um... Hello? Um, what that includes and what it doesn't include? Is there some written something somewhere? You could go online and, uh, and I could send you the benefit guide so you could see all the plans and what they offer. So, also the plan that you mentioned is PreRx. It's a plan. Okay. Um, we have an email here...

eloise.wright1@gmail.com. Um. You're really cutting out. So, um, can you email me whatever you said? 'Cause I can't under- Okay. I'm so sorry about that, ma'am. Yes, it will come- Yeah, it's really cutting out. I will... So what? Try again. Okay. So the email, it will be coming in from info@benefitsinacar. So I should be expecting one or I should have already gotten one? Yes. No, you should- Yes? ... expect it in the next minute or so. Okay. All right? 'Cause I have a prescription for eye drops, uh, from my eye doctor and it's like \$300 or something. And so, um, through my regular insurance that I have, but I thought I would see if this would, you know- Okay. ... if the prescriptions would be cheaper through y'all, so. Okay. So when you receive the information, the... You could go to their website and you will be able to see if the prescription is available through them. Okay. All right? Okay. Just, um, it should... You should re- rec- receive the email in the next minute or so. Okay. And you included the one in my email address? Yes, ma'am. Okay. 'Cause I know there's somebody in England that is, that has the one in it, so. Oh my God. She doesn't really care, so. Yeah. Okay. All right. Okay. Bye. All right, thank you. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Uh, could you speak up a little bit? I can hardly hear you.

Speaker speaker_0: My name is Pamela. How may I help you?

Speaker speaker_1: So, uh, this is Bonnie Eloise Wright and I signed up for, um, dental and vision, uh, last week. And I'm, just wanted to see if it went through okay, and, uh, do I need to sign up for the payments to come out of my bank account or is that an automatic thing, or how does that work?

Speaker speaker_0: Okay. So the, the payment will come out, out of your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, it, it will be set up through, through your employer. Now in order to make sure that the enrollment went through correctly, I'm gonna need the last four digits of your Social and the name of the staffing agency.

Speaker speaker_1: Uh, Creative Circle. And the last four digits of my Social is 8059. Bonnie Eloise Wright.

Speaker speaker_0: That's right. For security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: You need my address?

Speaker speaker_0: And date of birth.

Speaker speaker_1: Sure. It's February the 3rd, 1949. And the address is, uh, 6205 Price Drive, North Richland Hills, Texas 76180.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 817-879-8468.

Speaker speaker_1: Yep.

Speaker speaker_0: And your email is eloise.wright@gmail.com.

Speaker speaker_1: No, it's eloise.wright1@gmail.com.

Speaker speaker_0: Okay. Thank you. All right. So I see that yes, you are enrolled. Um, let's see. Let me... Okay. Dental, critical illness, life insurance and vision.

Speaker speaker_1: Yeah, that's all in one clump, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That was... Okay. And so, um, what is the, uh, the, uh, the dental and the vision, uh, companies that are, that that's coming out of?

Speaker speaker_0: It will be, for dental, American Public Life, and vision is through MetLife. And also your critical and life insurance is through American Public Life APL.

Speaker speaker_1: Okay, so is that written someplace, um, uh, for me to look back at it?

Speaker speaker_0: So-

Speaker speaker_1: You know, the companies that you just told me?

Speaker speaker_0: They will... Um, you could go to the, the website and you will be able to see.

Speaker speaker_1: Are you there?

Speaker speaker_0: Yes, ma'am, I'm here.

Speaker speaker_1: Hello?

Speaker speaker_0: I'm here, ma'am. I can hear you.

Speaker speaker_1: Okay. You were, you were... You have been cutting out. So, um, um, so, um, okay. And then also-

Speaker speaker_0: The benefits-

Speaker speaker_1: What?

Speaker speaker_0: Okay. Go ahead, ma'am.

Speaker speaker_1: So there-

Speaker speaker_0: The benefits still pending to start.

Speaker speaker_1: What?

Speaker speaker_0: Your benefit's still pending-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... to start. We have to receive the first premium from your employer. It happens after we receive it, it happens on the f- the following Monday.

Speaker speaker_1: Okay. So that means my next paycheck, which comes out Friday, you'll take the money out of that? Is that you're-

Speaker speaker_0: Most likely.

Speaker speaker_1: Is that what you're saying?

Speaker speaker_0: So we do not have access to your payroll. We have to wait for your employer to process the payment and send it to us.

Speaker speaker_1: Okay, so I need to check with them and see when that's gonna happen?

Speaker speaker_0: You could do so, yes, ma'am.

Speaker speaker_1: Okay. And so there was another something that said something about, um, uh, uh, prescriptions, that sort of thing. Um, can you explain that to me? Uh, is that like, um... Hello? Um, what that includes and what it doesn't include? Is there some written something somewhere?

Speaker speaker_0: You could go online and, uh, and I could send you the benefit guide so you could see all the plans and what they offer. So, also the plan that you mentioned is PreRx. It's a plan.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, we have an email here... eloise.wright1@gmail.com.

Speaker speaker_1: Um. You're really cutting out. So, um, can you email me whatever you said? 'Cause I can't under-

Speaker speaker_0: Okay. I'm so sorry about that, ma'am. Yes, it will come-

Speaker speaker_1: Yeah, it's really cutting out.

Speaker speaker_0: I will...

Speaker speaker_1: So what? Try again.

Speaker speaker_0: Okay. So the email, it will be coming in from info@benefitsinacar.com.

Speaker speaker_1: So I should be expecting one or I should have already gotten one?

Speaker speaker_0: Yes. No, you should-

Speaker speaker_1: Yes?

Speaker speaker_0: ... expect it in the next minute or so.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: 'Cause I have a prescription for eye drops, uh, from my eye doctor and it's like \$300 or something. And so, um, through my regular insurance that I have, but I thought I would see if this would, you know-

Speaker speaker_0: Okay.

Speaker speaker_1: ... if the prescriptions would be cheaper through y'all, so.

Speaker speaker_0: Okay. So when you receive the information, the... You could go to their website and you will be able to see if the prescription is available through them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay.

Speaker speaker_0: Just, um, it should... You should re- rec- receive the email in the next minute or so.

Speaker speaker_1: Okay. And you included the one in my email address?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. 'Cause I know there's somebody in England that is, that has the one in it, so.

Speaker speaker_0: Oh my God.

Speaker speaker_1: She doesn't really care, so. Yeah. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Okay. Bye.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: All right. Bye-bye.