

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 does it look like you're speaking with? Nicholas Wilson. I'm just returning y'all a call. I was at work. Okay. Do you work for a staffing agency? Yes. For which one? Who you say this was again? We're, we're Benefits in a Card. We do, um... Sorry, I have the hiccups. We do healthcare benefits for staffing agencies. Oh, yeah. Uh, with Megaforce. Okay, with Megaforce. And, uh, what are the last four digits of your Social? 0989- Ready? Okay. And can you confirm your address and date of birth? 04211997 and 127 Shannon Drive, Rockingham, North Carolina 28379. Okay. I have a different address on file. What you have? 212 Hardy Point Drive? No, sir. I have a different one. Well, which one do you have? I can't tell you what I have, but if you can confirm your full social, I can update it. 243850989. You said a new address is 127 Shannon Drive? Yeah. Okay. And I have your phone number as 980-758-4268. No, that's wrong. So what's your phone number? 910-852-0391. And I have your email address as wilsonanaquan0@gmail.com? No. I don't have that email no more. All righty. So let me take a look here. Okay, so it looks like your company is actually in, um, open enrollment. So this is when you would enroll in coverage, make any changes, add any dependents, things like that. Excuse me. Um, the price depends on how many plans you choose and who you choose to cover. And it's something that they deduct from your check every week. Okay. Hello? Okay. I'm Megaforce. I'm driving. I'm sorry. I'm driving. You're fine. Um, Megaforce does have an auto-enrollment program. So if you don't want the coverage, you do need to decline it or they'll automatically enroll you. Okay. I done did the- Do you want to... Uh-huh. I done did the, uh, insurance thing with, with Megaforce already. Mm-hmm. Because I don't have... I don't have any coverage for you at the moment. You're not enrolled in any p- any coverage. Because I just did it, uh, last Thursday because I just started work last Friday. Okay. It could be that it just hasn't arrived to us yet. Um, but I would just give us a call back by the 17th of January, oh, of this weekend. Um, I would... Hmm. Yeah, 'cause open enrollment ends, um, on Friday for you guys and- Mm-hmm. ... we haven't received your enrollment yet. Um, you can either give us a call back when you're not driving or when you're available and we can enroll you over the phone, or if you'd like, you just wait for them to send us your information. However you prefer. Yeah, I'll just wait because they just... I just did it last Thursday. Okay. All righty. Thank you so much for calling. You have a great day.

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 it look like you're speaking with?

Speaker speaker_2: Nicholas Wilson. I'm just returning y'all a call. I was at work.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Yes.

Speaker speaker_1: For which one?

Speaker speaker_2: Who you say this was again?

Speaker speaker_1: We're, we're Benefits in a Card. We do, um... Sorry, I have the hiccups. We do healthcare benefits for staffing agencies.

Speaker speaker_2: Oh, yeah. Uh, with Megaforce.

Speaker speaker_1: Okay, with Megaforce. And, uh, what are the last four digits of your Social?

Speaker speaker_2: 0989-

Speaker speaker_1: Ready? Okay. And can you confirm your address and date of birth?

Speaker speaker_2: 04211997 and 127 Shannon Drive, Rockingham, North Carolina 28379.

Speaker speaker_1: Okay. I have a different address on file.

Speaker speaker_2: What you have? 212 Hardy Point Drive?

Speaker speaker_1: No, sir. I have a different one.

Speaker speaker_2: Well, which one do you have?

Speaker speaker_1: I can't tell you what I have, but if you can confirm your full social, I can update it.

Speaker speaker_2: 243850989.

Speaker speaker_1: You said a new address is 127 Shannon Drive?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And I have your phone number as 980-758-4268.

Speaker speaker_2: No, that's wrong.

Speaker speaker_1: So what's your phone number?

Speaker speaker_2: 910-852-0391.

Speaker speaker_1: And I have your email address as wilsonanaquan0@gmail.com?

Speaker speaker_2: No. I don't have that email no more.

Speaker speaker_1: All righty. So let me take a look here. Okay, so it looks like your company is actually in, um, open enrollment. So this is when you would enroll in coverage, make any changes, add any dependents, things like that. Excuse me. Um, the price depends on how many plans you choose and who you choose to cover. And it's something that they deduct from your check every week.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello?

Speaker speaker_2: Okay.

Speaker speaker_1: I'm Megaforce.

Speaker speaker_2: I'm driving. I'm sorry. I'm driving.

Speaker speaker_1: You're fine. Um, Megaforce does have an auto-enrollment program. So if you don't want the coverage, you do need to decline it or they'll automatically enroll you.

Speaker speaker_2: Okay. I done did the-

Speaker speaker_1: Do you want to... Uh-huh.

Speaker speaker_2: I done did the, uh, insurance thing with, with Megaforce already.

Speaker speaker_1: Mm-hmm. Because I don't have... I don't have any coverage for you at the moment. You're not enrolled in any p- any coverage.

Speaker speaker_2: Because I just did it, uh, last Thursday because I just started work last Friday.

Speaker speaker_1: Okay. It could be that it just hasn't arrived to us yet. Um, but I would just give us a call back by the 17th of January, oh, of this weekend. Um, I would... Hmm. Yeah, 'cause open enrollment ends, um, on Friday for you guys and-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we haven't received your enrollment yet. Um, you can either give us a call back when you're not driving or when you're available and we can enroll you over the phone, or if you'd like, you just wait for them to send us your information. However you prefer.

Speaker speaker_2: Yeah, I'll just wait because they just... I just did it last Thursday.

Speaker speaker_1: Okay. All righty. Thank you so much for calling. You have a great day.