

## Transcript: Pearl

**Rojas-4587248229335040-6458657419345920**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is . Who can I help - who can I help with? What you're speaking with? Yeah, is this, uh, Cameron Stokes? And how can I assist you? Hey, I was trying to, uh... I had, I think I did it last week where they sent me the benefits thing to my email to just look over so I could, um, I guess see which plan I want. And I was trying to, uh, enroll... I was trying to go ahead and enroll and see on how you can do. Yes, we would-... Oh, we would. Send in the staff and agency you work for. Uh, staff and agency is, um, Surge Staffing and the company is, uh, Grupo Anthony. And what are the last four digits of your Social? 7916. All righty. And if you can confirm your address and date of birth. Yes, ma'am. It's 1306 1st Avenue North, uh, date of birth, 10/10/1993. Okay. And what's the city and state? Oh, my bad. Uh, yeah, 1306 1st Avenue North, Bessemer, Alabama and zip code 35022 or 20. I'm sorry. Okay. And I have your phone number at 887-2786? Yes, ma'am. And I have your email address as cameronstokes23@icloud.com? Yes, ma'am. All right then, what are you looking to enroll in today? Uh, I'm trying to, uh, I want to do the dental and vision, and I was trying to see, uh, how much w- is... Oh, I guess, I was trying to see how... what's the price for the dental and vision. Okay. Dental is \$4.17- And I- ... a week for just yourself and vision is \$2.15 a week for just yourself. Okay. So for myself, for the vision is \$4.17? The dental is \$4.17, vision is \$2.15. Oh, the dental? Okay, okay. So, oh, okay. So the, the dental is \$4.17 for myself and the vision is \$2.15? Yes. Okay. So, um, that's... I want to do those two. I want to do those two. Okay. And that makes your weekly deduction \$6.32. Okay. Um, and does that, um... When, well, when does it start if I enroll? Where will it start? So it takes one to two weeks for the staff and agency to start making deductions. Once they do, the following Monday, you become active, and then later that week you receive your dental and vision card in the mail. Okay, okay. Yes, ma'am. Yes, ma'am. So, okay. Um, so really they'll probably take out for next week, right? Um, it's possible next week. Because we're in the middle of the week it might just be the week after as well. Okay. Well, well, that'll be fine. That'll be fine. Well, I want... Yeah, I do want to enroll in the, uh, dental and the vision for myself. All righty. Well, go ahead and grab that process for you then. You got anything else I can assist you with? Uh, uh, one more thing. Uh, the health, um, I was li-... Where... How much is the health? So there's two medical plans you can choose from. The VIP Standard is \$17.63 a week, and the VIP Classic is \$19.53 a week. These plans don't have copays or deductibles, but they only cover up to a set dollar amount for each service. Um, and then the difference between the two is the dollar amount that they cover for each service. Okay. Well, I will, I'll wait on that. I'll just keep the dental and vision for right now. Okay. Is there anything else I can assist you with? No, ma'am. That'll be all and thank you so much. No, no problem. Please, thanks for calling. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is . Who can I help - who can I help with? What you're speaking with?

Speaker speaker\_1: Yeah, is this, uh, Cameron Stokes?

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Hey, I was trying to, uh... I had, I think I did it last week where they sent me the benefits thing to my email to just look over so I could, um, I guess see which plan I want. And I was trying to, uh, enroll... I was trying to go ahead and enroll and see on how you can do.

Speaker speaker\_0: Yes, we would-... Oh, we would. Send in the staff and agency you work for.

Speaker speaker\_1: Uh, staff and agency is, um, Surge Staffing and the company is, uh, Grupo Anthony.

Speaker speaker\_0: And what are the last four digits of your Social?

Speaker speaker\_1: 7916.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_1: Yes, ma'am. It's 1306 1st Avenue North, uh, date of birth, 10/10/1993.

Speaker speaker\_0: Okay. And what's the city and state?

Speaker speaker\_1: Oh, my bad. Uh, yeah, 1306 1st Avenue North, Bessemer, Alabama and zip code 35022 or 20. I'm sorry.

Speaker speaker\_0: Okay. And I have your phone number at 887-2786?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as cameronstokes23@icloud.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right then, what are you looking to enroll in today?

Speaker speaker\_1: Uh, I'm trying to, uh, I want to do the dental and vision, and I was trying to see, uh, how much w- is... Oh, I guess, I was trying to see how... what's the price for the dental and vision.

Speaker speaker\_0: Okay. Dental is \$4.17-

Speaker speaker\_1: And I-

Speaker speaker\_0: ... a week for just yourself and vision is \$2.15 a week for just yourself.

Speaker speaker\_1: Okay. So for myself, for the vision is \$4.17?

Speaker speaker\_0: The dental is \$4.17, vision is \$2.15.

Speaker speaker\_1: Oh, the dental? Okay, okay. So, oh, okay. So the, the dental is \$4.17 for myself and the vision is \$2.15?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. So, um, that's... I want to do those two. I want to do those two.

Speaker speaker\_0: Okay. And that makes your weekly deduction \$6.32.

Speaker speaker\_1: Okay. Um, and does that, um... When, well, when does it start if I enroll? Where will it start?

Speaker speaker\_0: So it takes one to two weeks for the staff and agency to start making deductions. Once they do, the following Monday, you become active, and then later that week you receive your dental and vision card in the mail.

Speaker speaker\_1: Okay, okay. Yes, ma'am. Yes, ma'am. So, okay. Um, so really they'll probably take out for next week, right?

Speaker speaker\_0: Um, it's possible next week. Because we're in the middle of the week it might just be the week after as well.

Speaker speaker\_1: Okay. Well, well, that'll be fine. That'll be fine. Well, I want... Yeah, I do want to enroll in the, uh, dental and the vision for myself.

Speaker speaker\_0: All righty. Well, go ahead and grab that process for you then. You got anything else I can assist you with?

Speaker speaker\_1: Uh, uh, one more thing. Uh, the health, um, I was li-... Where... How much is the health?

Speaker speaker\_0: So there's two medical plans you can choose from. The VIP Standard is \$17.63 a week, and the VIP Classic is \$19.53 a week. These plans don't have copays or deductibles, but they only cover up to a set dollar amount for each service. Um, and then the difference between the two is the dollar amount that they cover for each service.

Speaker speaker\_1: Okay. Well, I will, I'll wait on that. I'll just keep the dental and vision for right now.

Speaker speaker\_0: Okay. Is there anything else I can assist you with?

Speaker speaker\_1: No, ma'am. That'll be all and thank you so much.

Speaker speaker\_0: No, no problem. Please, thanks for calling. You have a great day.

Speaker speaker\_1: You too.