

## **Transcript: Pearl**

**Rojas-4611201602109440-6712084922056704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Helmert. Who would I be speaking with? My name's Alicia Trevino, um, Sanchez, but I haven't changed my last name yet. I just got married. Okay, and how can I assist you? I work for CareBuilders out of Lake Jackson, Texas, and I wanted to enroll in, in insurance. Okay, what's the last 42 digits of your Social? 7652. And if you could confirm your address and date of birth, please. I live at 401 South Brazosport Boulevard, Apartment 248, in Freeport, Texas, 77541. And my Social Security, you want it all? No, your date of birth. Oh, my birthday is 6/23/71. All right, can I have your phone number as 264-2974? Yes. Can I have your email address as BarriosAlicia93@gmail.com? Yes. All righty. And when did you start working with ATC... with the CareBuilders? Um, I have over a year now. Okay. So in order to enroll in coverage, you have to do it within the first 30 days of receiving your first paycheck, or during open enrollment, which for- We're in open enrollment. ... the CareBuilders is the beginning of December. In December? Oh, okay, I didn't know. Okay. Yep. Do you have any other questions? Nope, then I'll do it in the beginning of December. All right. Speaker: Thank you for choosing Benefits in a Card. Oh, I know what... I do have a question. Um, I can enroll my husband with me, correct? Correct. Okay. All right. So is there a way you could send me, like some booklets about it before I enroll? Just so I know what's in the best one? I can definitely... Of course, I can send you a copy of the benefit guide. It's gonna tell you the prices, the plans and all that together. Okay. Um, it's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check that Spam or Junk folder, okay? Yes, ma'am. Thank you, I appreciate it. Do you have any other questions? No, ma'am. Thank you. Bye. No problem. 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 morning. Thank you for calling Benefits in a Card. My name is Pearl Helmert. Who would I be speaking with?

Speaker speaker\_2: My name's Alicia Trevino, um, Sanchez, but I haven't changed my last name yet. I just got married.

Speaker speaker\_1: Okay, and how can I assist you?

Speaker speaker\_2: I work for CareBuilders out of Lake Jackson, Texas, and I wanted to enroll in, in insurance.

Speaker speaker\_1: Okay, what's the last 42 digits of your Social?

Speaker speaker\_2: 7652.

Speaker speaker\_1: And if you could confirm your address and date of birth, please.

Speaker speaker\_2: I live at 401 South Brazosport Boulevard, Apartment 248, in Freeport, Texas, 77541. And my Social Security, you want it all?

Speaker speaker\_1: No, your date of birth.

Speaker speaker\_2: Oh, my birthday is 6/23/71.

Speaker speaker\_1: All right, can I have your phone number as 264-2974?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email address as BarriosAlicia93@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. And when did you start working with ATC... with the CareBuilders?

Speaker speaker\_2: Um, I have over a year now.

Speaker speaker\_1: Okay. So in order to enroll in coverage, you have to do it within the first 30 days of receiving your first paycheck, or during open enrollment, which for-

Speaker speaker\_2: We're in open enrollment.

Speaker speaker\_1: ... the CareBuilders is the beginning of December.

Speaker speaker\_2: In December? Oh, okay, I didn't know. Okay.

Speaker speaker\_1: Yep. Do you have any other questions?

Speaker speaker\_2: Nope, then I'll do it in the beginning of December.

Speaker speaker\_1: All right. Speaker:

Speaker speaker\_3: Thank you for choosing Benefits in a Card.

Speaker speaker\_2: Oh, I know what... I do have a question. Um, I can enroll my husband with me, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. All right. So is there a way you could send me, like some booklets about it before I enroll? Just so I know what's in the best one?

Speaker speaker\_1: I can definitely... Of course, I can send you a copy of the benefit guide. It's gonna tell you the prices, the plans and all that together.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, it's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, check that Spam or Junk folder, okay?

Speaker speaker\_2: Yes, ma'am. Thank you, I appreciate it.

Speaker speaker\_1: Do you have any other questions?

Speaker speaker\_2: No, ma'am. Thank you. Bye.

Speaker speaker\_1: No problem. You have a great day.