

Transcript: Pearl

Rojas-4650868731854848-5950241428258816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon, yes, you have called Benefits in a Card, my name is Pearl Hudabeblage you're speaking with. Hi, my name is Savion Garner. How can I assist you? Um, I was calling because I got a voicemail about a couple of days ago saying that for my open enrollment, uh, two coverages that I selected for my spouse and I, I guess I didn't enter in my spouse's information for the coverages. So I just was wanting to make sure that I get that information in so that she can be covered under it. All righty. And what's the name of the staffing agency you work for? Uh, Veracela Staffing Agency. All righty. Give me just one moment. And what are the last four digits of your social? Uh, 1681. And if you can verify your address and date of birth for me. Yeah, so my address is 16328 Southwest Estuary Drive, and it's going to be apartment 201, and the zip code is 97006. And my date of birth is June 4th, 1997. Okay. All righty, and what is that city and state, I'm sorry? What was that? I'm so sorry. What is your city and state? Uh, it's going to be Beaverton, Oregon. Okay, can I have your phone number as 208-809- uh, 208-908-1218? That's correct. And I have your email address as garner.savion@gmail.com? That is correct. All righty, so yes, it looks like we are missing your spouse's information for the Free Rx and VIP selection. Um, give me one moment. Okay, and did you want your spouse just on the Free Rx and the, the medical plan? Yes. Okay. So, let's see. Huh, excuse me. What, oh, excuse me, my dental. Okay, so it's going to be the Free Rx and then the VIP standard bundle for you and your spouse. Um, and then dental, short-term disability, term life for just you, and then your vision you wanted for you and your child? Uh, correct. I've... Yes, that's about right, yes. Okay, so the total weekly deduction is going to be \$61.45. Okay, yep, that sounds right. Okay, it will take one to three weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you will receive your dental and vision card in the mail, and your medical will go to your email. Okay. What is your spouse's name? Uh, Rhiannon Garner, so it's R-H-I-A-N-N-O-N and then Garner, G-A-R-N-E-R. All righty, and do you have her full social? Um, let me grab it from her real fast. Give me just a second. Okay. Social. So her social is 518-65-1572. Okay. And date of birth? Date of birth is August 9th, 2002. All righty, I got all the information down. Do you have any questions? Uh, no, that was it, just wanted to make sure that I got her on for coverage. That was all. All righty, thank you so much for calling. You have a great day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon, yes, you have called Benefits in a Card, my name is Pearl Hudabeblage you're speaking with.

Speaker speaker_2: Hi, my name is Savion Garner.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I was calling because I got a voicemail about a couple of days ago saying that for my open enrollment, uh, two coverages that I selected for my spouse and I, I guess I didn't enter in my spouse's information for the coverages. So I just was wanting to make sure that I get that information in so that she can be covered under it.

Speaker speaker_1: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Veracela Staffing Agency.

Speaker speaker_1: All righty. Give me just one moment. And what are the last four digits of your social?

Speaker speaker_2: Uh, 1681.

Speaker speaker_1: And if you can verify your address and date of birth for me.

Speaker speaker_2: Yeah, so my address is 16328 Southwest Estuary Drive, and it's going to be apartment 201, and the zip code is 97006. And my date of birth is June 4th, 1997.

Speaker speaker_1: Okay. All righty, and what is that city and state, I'm sorry?

Speaker speaker_2: What was that? I'm so sorry.

Speaker speaker_1: What is your city and state?

Speaker speaker_2: Uh, it's going to be Beaverton, Oregon.

Speaker speaker_1: Okay, can I have your phone number as 208-809- uh, 208-908-1218?

Speaker speaker_2: That's correct.

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

Speaker speaker_2: That is correct.

Speaker speaker_1: All righty, so yes, it looks like we are missing your spouse's information for the Free Rx and VIP selection. Um, give me one moment. Okay, and did you want your spouse just on the Free Rx and the, the medical plan?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, let's see. Huh, excuse me. What, oh, excuse me, my dental. Okay, so it's going to be the Free Rx and then the VIP standard bundle for you and your spouse. Um, and then dental, short-term disability, term life for just you, and then your vision you wanted for you and your child?

Speaker speaker_2: Uh, correct. I've... Yes, that's about right, yes.

Speaker speaker_1: Okay, so the total weekly deduction is going to be \$61.45.

Speaker speaker_2: Okay, yep, that sounds right.

Speaker speaker_1: Okay, it will take one to three weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you will receive your dental and vision card in the mail, and your medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: What is your spouse's name?

Speaker speaker_2: Uh, Rhiannon Garner, so it's R-H-I-A-N-N-O-N and then Garner, G-A-R-N-E-R.

Speaker speaker_1: All righty, and do you have her full social?

Speaker speaker_2: Um, let me grab it from her real fast. Give me just a second.

Speaker speaker_1: Okay.

Speaker speaker_2: Social. So her social is 518-65-1572.

Speaker speaker_1: Okay. And date of birth?

Speaker speaker_2: Date of birth is August 9th, 2002.

Speaker speaker_1: All righty, I got all the information down. Do you have any questions?

Speaker speaker_2: Uh, no, that was it, just wanted to make sure that I got her on for coverage. That was all.

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

Speaker speaker_2: You as well. Thank you.