

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and who I have the pleasure of speaking with? Mario Muniz. Good morning. And how can I assist you, Mr. Muniz? Uh, I got a text message about the benefits, and I wanted to see if I could enroll in that and, uh, just learn a little bit more about that. Okay. What's the nature of the job you did you report? Superior skilled trades. And the last four digits of your Social? 6851. All righty. Bear with me one moment. 6851. And if you can verify your address and date of birth for me. Actually we- Uh, address is 254 Azucena. Excuse me? I'm sorry. Um, if you can verify your full Social, we actually don't have your address on the account, and I just wanted to make sure this is the right one before. I send it. 6851. 6851. 6851. No, the whole thing? Oh, it's, uh, 679-026851. All righty. Great. This is the right account. And what is your address so I can add that to your account? 254 Azucena Avenue, Brownsville, Texas 78521. All righty. And your date of birth? 05/15/1999. 1999? Correct. Okay. And I have your phone number as 305-619-1459. Correct. And what's a good email address for you? M_muniz18@yahoo.com. All righty. And your company is currently open enrollment. Do you know what you're wanting to enroll in today? Uh, I want to see what, uh, you have to offer because, uh, right now I have my, uh, that's my wife and a daughter. And my wife's pregnant, and I don't know if I can get something that helps out with that. Okay. So if you'd like it, I can send you a copy of the benefit guide. That's going to show you the plans that are offered and what they cover and how much they'll cost you a week. Correct. This email is going to come from Benefits in a... I'm sorry, info@benefitsinacard.com. Um, it should go to your inbox. If you don't see it in your inbox, try that spam or junk folder. And then, you do have until the 30th of this month to enroll in coverage. So if you want to take a look at that and, um, choose whatever plans you're wanting, just give us... And then you'll just give us call back and we'll be able to enroll you in coverage. Okay? All right. Sounds good. Is there any questions? Uh, no, not at all. All righty. Thank you so much for calling. You have a great day. All right. Thank you. You, too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and who I have the pleasure of speaking with?

Speaker speaker_1: Mario Muniz. Good morning.

Speaker speaker_0: And how can I assist you, Mr. Muniz?

Speaker speaker_1: Uh, I got a text message about the benefits, and I wanted to see if I could enroll in that and, uh, just learn a little bit more about that.

Speaker speaker_0: Okay. What's the nature of the job you did you report?

Speaker speaker_1: Superior skilled trades.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 6851.

Speaker speaker_0: All righty. Bear with me one moment. 6851. And if you can verify your address and date of birth for me. Actually we-

Speaker speaker_1: Uh, address is 254 Azucena. Excuse me?

Speaker speaker_0: I'm sorry. Um, if you can verify your full Social, we actually don't have your address on the account, and I just wanted to make sure this is the right one before. I send it.

Speaker speaker_1: 6851. 6851. 6851.

Speaker speaker_0: No, the whole thing?

Speaker speaker_1: Oh, it's, uh, 679-026851.

Speaker speaker_0: All righty. Great. This is the right account. And what is your address so I can add that to your account?

Speaker speaker_1: 254 Azucena Avenue, Brownsville, Texas 78521.

Speaker speaker_0: All righty. And your date of birth?

Speaker speaker_1: 05/15/1999.

Speaker speaker_0: 1999?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And I have your phone number as 305-619-1459.

Speaker speaker_1: Correct.

Speaker speaker_0: And what's a good email address for you?

Speaker speaker_1: M_muniz18@yahoo.com.

Speaker speaker_0: All righty. And your company is currently open enrollment. Do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, I want to see what, uh, you have to offer because, uh, right now I have my, uh, that's my wife and a daughter. And my wife's pregnant, and I don't know if I can get something that helps out with that.

Speaker speaker_0: Okay. So if you'd like it, I can send you a copy of the benefit guide. That's going to show you the plans that are offered and what they cover and how much they'll cost you a week.

Speaker speaker_1: Correct.

Speaker speaker_0: This email is going to come from Benefits in a... I'm sorry, info@benefitsinacard.com. Um, it should go to your inbox. If you don't see it in your inbox, try that spam or junk folder. And then, you do have until the 30th of this month to enroll in coverage. So if you want to take a look at that and, um, choose whatever plans you're wanting, just give us... And then you'll just give us call back and we'll be able to enroll you in coverage. Okay?

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Is there any questions?

Speaker speaker_1: Uh, no, not at all.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you. You, too. Bye.