

## **Transcript: Pearl**

**Rojas-4770560677822464-6700193837006848**

### **Full Transcript**

Hi. Good mor-- afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking to you with... Hi. This is Debbie. And how can I assist you? I'm looking to see if I'm eligible with my insurance yet. Can you look me up? Of course. What's the name of the staffing agency you work for? Noor, N-O-O-R. And the last four digits of your social? 4277. All righty. And if you can verify your address and date of birth. Address, 565 Grove Street, Clifton, New Jersey 07013. Um, birthday is 12-6-86. All righty. Now your phone number is 570-574-5540? Yes. Can I have your email address as debbieblair6@yahoo.com? That's correct. All righty. Bear with me one moment. Okay. Okay. So your coverage is active. Um- Okay. You, you are in the MEC Standalone Plan, term life, which is your life insurance, the MEC plan is preventive health, your term life, which is your life insurance, and the VIP Classic, which is your medical all for employee plus child. Um, and you are active. Does it show when the active started? So it looks like you're active the 3rd of this month until the 9th. Last week, of the 10th to the 16th, you were not active, but you did become active again T- on the 17th of this week. Um, okay. I need a copy of my cards, my medical cards. Okay. Give me one moment while I take a look to see if they're ready to be downloaded. Okay. Okay. Your card is able to be downloaded. I'll go ahead and get it sent over to you via email. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try that spam or junk folder. Did you want to go ahead and get your preventive health as well or just that medical? Um, whatever cards I have, if there's three different document... Like, I don't have anything, so I don't know what my insurance is. So, like, are there's two separate cards or how does it work? Yes. There's two different, separate cards. One is for, um, preventative health and one is for medical. I can get them both sent to you. The one for medical will say Limited Benefit Plans on it. Um, it'll say from APL and then your medi- your preventive health will say 90 Degree Benefits. Okay. And is there any documentation for the life plan? The... We don't have anything that we can download and send you, but I can transfer you over to the insurance carrier and they'll be able to give you more information on that. No. Don't transfer me. I'll just, I just need the insurance card. That's fine. All righty. Is there anything other can I assist you with today? Um, how do I know that I'll be active next week? As long as the deduction is made from your, um, pay stub, you'll be a- active the following week. So, I mean, you can check the, your pay stubs or you can give us a call and we can confirm on Monday. Uh, just however you prefer. Okay. All right. Thank you. Thank you for calling. You have a great day. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good mor-- afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking to you with...

Speaker speaker\_1: Hi. This is Debbie.

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

Speaker speaker\_1: I'm looking to see if I'm eligible with my insurance yet. Can you look me up?

Speaker speaker\_0: Of course. What's the name of the staffing agency you work for?

Speaker speaker\_1: Noor, N-O-O-R.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 4277.

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

Speaker speaker\_1: Address, 565 Grove Street, Clifton, New Jersey 07013. Um, birthday is 12-6-86.

Speaker speaker\_0: All righty. Now your phone number is 570-574-5540?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address as debbieblair6@yahoo.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All righty. Bear with me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. So your coverage is active. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: You, you are in the MEC Standalone Plan, term life, which is your life insurance, the MEC plan is preventive health, your term life, which is your life insurance, and the VIP Classic, which is your medical all for employee plus child. Um, and you are active.

Speaker speaker\_1: Does it show when the active started?

Speaker speaker\_0: So it looks like you're active the 3rd of this month until the 9th. Last week, of the 10th to the 16th, you were not active, but you did become active again T- on the 17th of this week.

Speaker speaker\_1: Um, okay. I need a copy of my cards, my medical cards.

Speaker speaker\_0: Okay. Give me one moment while I take a look to see if they're ready to be downloaded.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Your card is able to be downloaded. I'll go ahead and get it sent over to you via email. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try that spam or junk folder. Did you want to go ahead and get your preventive health as well or just that medical?

Speaker speaker\_1: Um, whatever cards I have, if there's three different document... Like, I don't have anything, so I don't know what my insurance is. So, like, are there's two separate cards or how does it work?

Speaker speaker\_0: Yes. There's two different, separate cards. One is for, um, preventative health and one is for medical. I can get them both sent to you. The one for medical will say Limited Benefit Plans on it. Um, it'll say from APL and then your medi- your preventive health will say 90 Degree Benefits.

Speaker speaker\_1: Okay. And is there any documentation for the life plan?

Speaker speaker\_0: The... We don't have anything that we can download and send you, but I can transfer you over to the insurance carrier and they'll be able to give you more information on that.

Speaker speaker\_1: No. Don't transfer me. I'll just, I just need the insurance card. That's fine.

Speaker speaker\_0: All righty. Is there anything other can I assist you with today?

Speaker speaker\_1: Um, how do I know that I'll be active next week?

Speaker speaker\_0: As long as the deduction is made from your, um, pay stub, you'll be a-active the following week. So, I mean, you can check the, your pay stubs or you can give us a call and we can confirm on Monday. Uh, just however you prefer.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: Thank you for calling. You have a great day. Bye.