

Transcript: Pearl

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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 ... who's office is this speaking with? My name is Sonia Edwards. And how can I assist you, Ms. Edwards? Excuse me? And how can I assist you? Um, I wanted to... I work at... with MAU. I wanted to get, um, some dental and vision insurance. Okay. And what are the last four digits of your Social? 0854. And if you can confirm your address and date of birth. Uh, nine Isla Court, Greenville, South Carolina 29611. I was born 1/23/1962. Okay. And I have your phone number as 315-237-8910. Yes, ma'am. And I have your email address as your first name at al... edwards62@gmail.com. Yes, ma'am. All right. And you said you wanted to do just dental and vision? Yes. I have other insurance but they, they don't cover dental and vision so I kind of want to get that. Okay. And the coverage is just for yourself? Yes. All right. So that will make your weekly deductions \$5.66. That's fine. Okay. It will take one to two weeks for the staff in agency to start making deductions. Once they do, the following Monday you become active and then later that week you'll receive your card in the mail. Both, um, well... Both of your cards in the mail. Those plans are under an ... regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Okay. Do you have any questions? No, I don't think so. All right. Thank you so much for calling. You have a great day. Thank you. Bye-bye. Bye.

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 ... who's office is this speaking with?

Speaker speaker_2: My name is Sonia Edwards.

Speaker speaker_1: And how can I assist you, Ms. Edwards?

Speaker speaker_2: Excuse me?

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I wanted to... I work at... with MAU. I wanted to get, um, some dental and vision insurance.

Speaker speaker_1: Okay. And what are the last four digits of your Social?

Speaker speaker_2: 0854.

Speaker speaker_1: And if you can confirm your address and date of birth.

Speaker speaker_2: Uh, nine Isla Court, Greenville, South Carolina 29611. I was born 1/23/1962.

Speaker speaker_1: Okay. And I have your phone number as 315-237-8910.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as your first name at al... edwards62@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And you said you wanted to do just dental and vision?

Speaker speaker_2: Yes. I have other insurance but they, they don't cover dental and vision so I kind of want to get that.

Speaker speaker_1: Okay. And the coverage is just for yourself?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So that will make your weekly deductions \$5.66.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. It will take one to two weeks for the staff in agency to start making deductions. Once they do, the following Monday you become active and then later that week you'll receive your card in the mail. Both, um, well... Both of your cards in the mail. Those plans are under an ... regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, I don't think so.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.