

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, I'm Phillip. And how can I assist you? Sorry? How can I assist you? Oh, okay, um, I have really bad hearing. Um, I just started working with Nancan and I have to enroll in benefits today, or by, within 30 days apparently. Okay, and what are the last four digits of your Social? Uh, 3999. Okay, and if you can verify your address and date of birth. Uh... I'm so sorry, can you hold- give me two seconds? I have to handle an emergency call. Okay. So sorry about that. Uh, my address is 1760 Rock Road. And my date of birth is January 26, '95. Okay. So it looks like we don't have your date of birth actually on file. Can you provide me with your full... Can you verify your full Social so I can add your date of birth? Full Social? Mm-hmm. Uh, 59049 3999. All righty. And you said your date of birth is January 26, '95? Yes, ma'am. All righty. And, uh, and what is the city and state to your address? Uh, 1760 Rock Road. So the city and state? Naples, Florida. Okay. Naples, Florida. Yep. Hmm. Can I have your phone number as 239-351-6906? Correct. And I have your, uh, email address as redbaron802@yahoo.com? Yes, ma'am. All righty. And do you know what you're wanting to enroll in today? Uh, dental, if that's how it works. I'm not really sure how this goes. So there are all separate plans for dental, medical, vision, short-term disability, critical illness, group accident, life insurance. There are separate plans so you can roll into as many or as little as you'd like. Great. So definitely dental and, um, that's basically all I really need right now. Okay. The coverage is for just yourself? Correct. Okay. So that makes your weekly deductions \$3.38. Okay. Thank you. It will take one to two weeks for the staff at HHC to start making those deductions. Once they do, the following Monday you become active and then later that week you'll receive your dental card in the mail. Um... Okay. That plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified elective event occur, you cannot cancel or change that plan. Okay. Do you have any questions? Does it also come with a virtual card in case the physi- physical one gets lost? Um, you can request a virtual copy be sent once you become active, but, um, that dental plan originally sends out the vir- the hard copy. Okay. I understand. All right. Thank you so much for calling. You have a great day. Thank you so much. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, I'm Phillip.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Oh, okay, um, I have really bad hearing. Um, I just started working with Nancan and I have to enroll in benefits today, or by, within 30 days apparently.

Speaker speaker_0: Okay, and what are the last four digits of your Social?

Speaker speaker_1: Uh, 3999.

Speaker speaker_0: Okay, and if you can verify your address and date of birth.

Speaker speaker_1: Uh... I'm so sorry, can you hold- give me two seconds? I have to handle an emergency call.

Speaker speaker_0: Okay.

Speaker speaker_1: So sorry about that. Uh, my address is 1760 Rock Road. And my date of birth is January 26, '95.

Speaker speaker_0: Okay. So it looks like we don't have your date of birth actually on file. Can you provide me with your full... Can you verify your full Social so I can add your date of birth?

Speaker speaker_1: Full Social?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, 59049 3999.

Speaker speaker_0: All righty. And you said your date of birth is January 26, '95?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And, uh, and what is the city and state to your address?

Speaker speaker_1: Uh, 1760 Rock Road.

Speaker speaker_0: So the city and state?

Speaker speaker_1: Naples, Florida.

Speaker speaker_0: Okay.

Speaker speaker_1: Naples, Florida. Yep.

Speaker speaker_0: Hmm. Can I have your phone number as 239-351-6906?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your, uh, email address as redbaron802@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, dental, if that's how it works. I'm not really sure how this goes.

Speaker speaker_0: So there are all separate plans for dental, medical, vision, short-term disability, critical illness, group accident, life insurance. There are separate plans so you can roll into as many or as little as you'd like.

Speaker speaker_1: Great. So definitely dental and, um, that's basically all I really need right now.

Speaker speaker_0: Okay. The coverage is for just yourself?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So that makes your weekly deductions \$3.38.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: It will take one to two weeks for the staff at HHC to start making those deductions. Once they do, the following Monday you become active and then later that week you'll receive your dental card in the mail. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: That plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified elective event occur, you cannot cancel or change that plan.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Does it also come with a virtual card in case the physi- physical one gets lost?

Speaker speaker_0: Um, you can request a virtual copy be sent once you become active, but, um, that dental plan originally sends out the vir- the hard copy.

Speaker speaker_1: Okay. I understand.

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

Speaker speaker_1: Thank you so much. Bye-bye.