

## Transcript: Pearl

**Rojas-5179072872890368-5423423360253952**

### Full Transcript

Hi, good afternoon. Thank you for calling Better Life Card. My name is Pearl. Who am I speaking with? Uh, Catarino Urriegas. And how can I assist you? Um, I was just calling to enroll. Okay. What's the name of the staffing agency you work for? Uh, SST, Skilled Superior Trades. Okay. And the last four digits of your social? Uh, 6871. All righty. Give me one moment. And if you can verify your, um, full social because we don't have your address on file and I would need to verify your account to add it. 451-9368-718. Okay. And what is your current address? 118 Eagle Rock Drive. And the city and state? San Antonio, Texas. I'm sorry, what was that? San Antonio, Texas. San Antonio, Texas. Okay. And your ZIP code? 78227. And if you can verify your date of birth. 10-31-1975. Okay. And your phone number is 210-887-7785? Yes, ma'am. All righty. And what is a good email address? My last name, 31, @gmail.com. All righty. And taking a look here, you are eligible to enroll in coverage. Do you know what you want to enroll in today? Um, what am I able to roll in, enroll in? So they have, they offer medical for your ex, for your virtual primary care, dental, short-term disability, term life, which is your life insurance- Yeah. ... vision, um... Every, e- anything, everything's fine except for vision. Okay, so no vision? So there are two medical plans you can choose from, the VIP Classic and VIP Pro. These plans don't have deductibles or copays but they only cover up to a certain dollar amount for each service. The Classic is \$22.76 a week for just yourself and the Pro is \$39.18 a week for just yourself. Um, I'll do the \$22. Okay. And- What is the difference on both of those? The dollar amount that's covered for each service. That's it? Just what I'm putting into it? The, no, what they cover for each service. So, for example, um, so for example, for hospital, for ICU benefits, for the intensive care unit, the Classic covers \$100 a day for 20 days. Oh, actually they cover the same 31 ... Let me find here the difference. Um... Give me one moment. Let me place you on a brief hold. Okay. Thank you so much for holding, um, Mr. Urriegas. So- Yes, ma'am. ... it really, it really just depends on the, on the co- on the ser- on the service. Um, some things are covered higher on the Classic than on the Pro, but then other things are covered higher on the Pro than the Classic. So for like, at the ICU, the, so for like emergency room visits, the Classic covers \$50 a day for two days to where the Pro covers \$150 a day for two days. But then there are other things like, um, the, the Classic covers ambulance by air and ground, where the Pro doesn't. Um, so just, it's some, it's something that 1 would- I'll just go with the, the more in- inexpensive one. Okay, so the Classic. All right, so the VIP Classic. Um, did you want the VRX virtual primary care? Say that one more time? The virtual primary care. Virtual pri- What is that? Where I can- It's where you can- ... call and... Go ahead, I'm sorry. Yep, it's via, it's via webcam to see a primary care doctor. And how much is that extra? It's \$5.99 a week. No, that's fine. Okay. And then, so all the plans are separate, um, just so, so that you know. So you're choosing medical, dental, short-term disability, life insurance. You don't want vision. Um, critical illness, group accident,

preventative health, and then behavioral and mental health? Okay. You want them all, you said, correct? Except for the behavior and mental health. Okay. I don't know what that means. So that brings your weekly deductions to \$53.85. Okay, that's fine. It, 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'll receive your preventative health den- and dental card in the mail and your medical will go to your email. Okay. Who would you like to put down as a beneficiary for that life insurance? Um, Angela Urriegas. Angela Alejandro Urriegas. Alejandra is the middle name or is that a second last name? That's her second last name. That's her, um, m- maiden name, I guess. Okay. And she has, she kept both, so she has both on her state, her driver's license? I think so. Yes, ma'am. Wonderful. And what is her relationship to you? No, right now we're just friends. Okay. All right. I got all that information in the system. Do you have any questions? Um, no, ma'am. All righty. Thank you so much for calling. Have a good day. Thank you. You too. Bye.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Better Life Card. My name is Pearl. Who am I speaking with?

Speaker speaker\_1: Uh, Catarino Urriegas.

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

Speaker speaker\_1: Um, I was just calling to enroll.

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

Speaker speaker\_1: Uh, SST, Skilled Superior Trades.

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

Speaker speaker\_1: Uh, 6871.

Speaker speaker\_0: All righty. Give me one moment. And if you can verify your, um, full social because we don't have your address on file and I would need to verify your account to add it.

Speaker speaker\_1: 451-9368-718.

Speaker speaker\_0: Okay. And what is your current address?

Speaker speaker\_1: 118 Eagle Rock Drive.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: San Antonio, Texas.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: San Antonio, Texas.

Speaker speaker\_0: San Antonio, Texas. Okay. And your ZIP code?

Speaker speaker\_1: 78227.

Speaker speaker\_0: And if you can verify your date of birth.

Speaker speaker\_1: 10-31-1975.

Speaker speaker\_0: Okay. And your phone number is 210-887-7785?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. And what is a good email address?

Speaker speaker\_1: My last name, 31, @gmail.com.

Speaker speaker\_0: All righty. And taking a look here, you are eligible to enroll in coverage. Do you know what you want to enroll in today?

Speaker speaker\_1: Um, what am I able to roll in, enroll in?

Speaker speaker\_0: So they have, they offer medical for your ex, for your virtual primary care, dental, short-term disability, term life, which is your life insurance-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... vision, um...

Speaker speaker\_1: Every, e- anything, everything's fine except for vision.

Speaker speaker\_0: Okay, so no vision? So there are two medical plans you can choose from, the VIP Classic and VIP Pro. These plans don't have deductibles or copays but they only cover up to a certain dollar amount for each service. The Classic is \$22.76 a week for just yourself and the Pro is \$39.18 a week for just yourself.

Speaker speaker\_1: Um, I'll do the \$22.

Speaker speaker\_0: Okay. And-

Speaker speaker\_1: What is the difference on both of those?

Speaker speaker\_0: The dollar amount that's covered for each service.

Speaker speaker\_1: That's it? Just what I'm putting into it?

Speaker speaker\_0: The, no, what they cover for each service. So, for example, um, so for example, for hospital, for ICU benefits, for the intensive care unit, the Classic covers \$100 a day for 20 days. Oh, actually they cover the same 31 ... Let me find here the difference. Um... Give me one moment. Let me place you on a brief hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you so much for holding, um, Mr. Urriegas. So-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... it really, it really just depends on the, on the co- on the ser- on the service. Um, some things are covered higher on the Classic than on the Pro, but then other things are covered higher on the Pro than the Classic. So for like, at the ICU, the, so for like emergency room visits, the Classic covers \$50 a day for two days to where the Pro covers \$150 a day for two days. But then there are other things like, um, the, the Classic covers ambulance by air and ground, where the Pro doesn't. Um, so just, it's some, it's something that I would-

Speaker speaker\_1: I'll just go with the, the more in- inexpensive one.

Speaker speaker\_0: Okay, so the Classic. All right, so the VIP Classic. Um, did you want the VRX virtual primary care?

Speaker speaker\_1: Say that one more time?

Speaker speaker\_0: The virtual primary care.

Speaker speaker\_1: Virtual pri- What is that? Where I can-

Speaker speaker\_0: It's where you can-

Speaker speaker\_1: ... call and... Go ahead, I'm sorry.

Speaker speaker\_0: Yep, it's via, it's via webcam to see a primary care doctor.

Speaker speaker\_1: And how much is that extra?

Speaker speaker\_0: It's \$5.99 a week.

Speaker speaker\_1: No, that's fine.

Speaker speaker\_0: Okay. And then, so all the plans are separate, um, just so, so that you know. So you're choosing medical, dental, short-term disability, life insurance. You don't want vision. Um, critical illness, group accident, preventative health, and then behavioral and mental health?

Speaker speaker\_1: Okay.

Speaker speaker\_0: You want them all, you said, correct?

Speaker speaker\_1: Except for the behavior and mental health.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't know what that means.

Speaker speaker\_0: So that brings your weekly deductions to \$53.85.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: It, 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'll receive your preventative health den- and dental card in the mail and your medical will go to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Who would you like to put down as a beneficiary for that life insurance?

Speaker speaker\_1: Um, Angela Urriegas. Angela Alejandro Urriegas.

Speaker speaker\_0: Alejandra is the middle name or is that a second last name?

Speaker speaker\_1: That's her second last name. That's her, um, m- maiden name, I guess.

Speaker speaker\_0: Okay. And she has, she kept both, so she has both on her state, her driver's license?

Speaker speaker\_1: I think so. Yes, ma'am.

Speaker speaker\_0: Wonderful. And what is her relationship to you?

Speaker speaker\_1: No, right now we're just friends.

Speaker speaker\_0: Okay. All right. I got all that information in the system. Do you have any questions?

Speaker speaker\_1: Um, no, ma'am.

Speaker speaker\_0: All righty. Thank you so much for calling. Have a good day.

Speaker speaker\_1: Thank you. You too. Bye.