

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Better Business Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Rodney Cooper. And how can I assist you? Ma'am? How can I assist you? I have some new ... keep... see about the insurance. All righty. And what's the name of the staffing agency you work for? I work for NIU. And the last four digits of your social? 5864. All righty. And if you can confirm your address and date of birth? Hmm. 3285 Tigertail Road, Paris, Texas. And 12/21/64. All righty. And I have your phone number as Rodney... I'm sorry. You have your phone number as 90... 903-732-7605? Yes, ma'am. I have your email address as rodneycooper136@gmail.com? Uh-huh. Okay. And I currently have you enrolled in dental and life insurance for employee only. Did you want to add any coverage? Yeah. Let's... Uh, health care. Okay. So there's, um, four plans you can choose from. These first two plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. The Ensure Plus Basic is 17.39 a week for just yourself. The Ensure Plus Enhanced is 24.69 a week for just yourself. The difference between those two plans is that dollar amount that they cover for each service. They also offer a plan called MEP Enhanced. This plan does have copays, but after you pay the copay, the remainder of the bill is covered by the insurance company. And this plan is \$23.13 a week. Uh, is there one for s-... You said 17 a week? Yep, 17.39. Yeah, I'll take that one. Okay. Did you want to add anything else, like vision, um, short-term disability, anything like that? Hmm. Vision, yeah. I might, too. Vision is \$2.15 a week. Yeah. Okay. So that brings your weekly deductions up to \$25.16. A week? A week. Okay. Okay. It will take one to two weeks to adjust your deductions. Once they do, the following Monday, those coverages will be active. And then later that week, you'll receive your medical card to your email, and your vision will go to your, um, residence. Okay. Is there anything else I can assist you with today? That's it. Thank you so much for calling. You have a great day. You, too. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Better Business Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: This is Rodney Cooper.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Ma'am?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I have some new ... keep... see about the insurance.

Speaker speaker_0: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_1: I work for NIU.

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

Speaker speaker_1: 5864.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth?

Speaker speaker_1: Hmm. 3285 Tigertail Road, Paris, Texas. And 12/21/64.

Speaker speaker_0: All righty. And I have your phone number as Rodney... I'm sorry. You have your phone number as 90... 903-732-7605?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have your email address as rodneycooper136@gmail.com?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. And I currently have you enrolled in dental and life insurance for employee only. Did you want to add any coverage?

Speaker speaker_1: Yeah. Let's... Uh, health care.

Speaker speaker_0: Okay. So there's, um, four plans you can choose from. These first two plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. The Ensure Plus Basic is 17.39 a week for just yourself. The Ensure Plus Enhanced is 24.69 a week for just yourself. The difference between those two plans is that dollar amount that they cover for each service. They also offer a plan called MEP Enhanced. This plan does have copays, but after you pay the copay, the remainder of the bill is covered by the insurance company. And this plan is \$23.13 a week.

Speaker speaker_1: Uh, is there one for s-... You said 17 a week?

Speaker speaker_0: Yep, 17.39.

Speaker speaker_1: Yeah, I'll take that one.

Speaker speaker_0: Okay. Did you want to add anything else, like vision, um, short-term disability, anything like that?

Speaker speaker_1: Hmm. Vision, yeah. I might, too.

Speaker speaker_0: Vision is \$2.15 a week.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So that brings your weekly deductions up to \$25.16.

Speaker speaker_1: A week?

Speaker speaker_0: A week.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. It will take one to two weeks to adjust your deductions. Once they do, the following Monday, those coverages will be active. And then later that week, you'll receive your medical card to your email, and your vision will go to your, um, residence.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: That's it.

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

Speaker speaker_1: You, too. Goodbye.

Speaker speaker_0: Bye.