

## Transcript: Pearl

**Rojas-5463051277615104-6620516560060416**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Hello? Hi. Hello. Hello. Hi. Can you hear me? I can now. Oh, sorry. Hi. Hello. My name is Precious. I was calling, um, to see how I was able to get my insurance started. Okay. What is the name of the company you work for? Um, Lingo. And the last four digits of your social? 7150. All righty. If we can confirm your address and date of birth. 8225 North SL 620 78726. 10... My date of birth, 10/11/95. All righty. And what is the city and state? Austin, Texas. All righty. Now your phone number as- Sorry. I did not get that. You're fine. My number. Your number as 512-417-8464. That's correct. Now your email address as... Your last name- V-I-P, eh, mm-hmm. And then Delecia, D-E-L-E-C-I-A, number eight at gmail.com. All righty. So taking a look here, um, you are enrolled in VIP Classic and Dental, which is your medical and your dental. Okay. You did become active- Okay. ... this passing Monday. So you should receive your dental card by the end of the week, and your medical will go to your email by the end of the week. Okay. So, but... Okay. So the medical, if it goes to my email, what does that mean? I still won't get it on a card? Or would I? No. So American Public Life doesn't send out physical cards, um, automatically to the members. We can request one be sent, but they automatically send the virtual copy. Okay. Gotcha. So just say if I would like to have a doctor's appointment or anything like that, what would I, you know, give them or how would I even get my physician? That, that's what I'm asking here. So you would show that card like a normal card. It's just on your phone, or you can print it off if you'd like. Or like I said- Uh-huh. ... I can request a, a physical be, uh, arrived, but that virtual copy works just like the physical. You could either print it or show them the screenshot. Uh, however you prefer. Okay. Okay. Mm-hmm. All righty. Okay. Well, thank you so much, ma'am. So dental will be mailed, correct? Yes, yes. Okay. Gotcha. All righty. Thank you so much. And what... So what will happen if I wanted to add a dependent? Um, so the price would go up. Um, if you were to do both of those plans for... So would it be for employee plus spouse, employee plus child, um, or employee plus the whole family? Okay. So what if it was just the child? If it's just you and your child, it would go up- Mm-hmm. ... to \$47.75 a week. Okay. Can we go ahead and do that? Okay. Is there... Yeah. Yes, ma'am. All right. Your weekly deductions are going to go up to \$47.75. It will take one to three weeks for the staffing agency to adjust your deductions. Once they do, the following Monday, your child will become active, and then later that week you'll get new cards. Um, that will say employee plus child. All righty. Thank you so much, ma'am. What is... I, I'm sorry. What is the child's name? It's Brosean. B-R-O-S-E-A-N. Last name Newsome. N-E-W-S-O-M-E Junior. And the social? Oh my Jesus. Um, hmm... I do not have that. Oh, oh my God. Okay, um- I can put all zeroes for the moment, and then you give us a call back when you have it. Okay. Okay. Thank you. Sorry. I did not- What's his date of birth? ... have that handy with me. 95- It is March, March 21st, '16. All righty. Let me hang up the

information in the system. Is there anything else I can assist you with today? Um, no. That'll be all. And, um, I'll give you guys a call back to get the social. All right. And it won't be active until I actually give you guys a social. All right. Is that correct? Or will- Yep. Oh. Mm-hmm. It will? Oh. Yeah. Oh, okay. Okay. But I'll still call you guys back to get into that. Okay. Thank you so much. You have a good day. All righty. You do as well. Thank you. Thanks. Thank you. You as well. No problem. Thank you for calling. Bye-bye. Okay. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Hello? Hi. Hello.

Speaker speaker\_1: Hello. Hi. Can you hear me?

Speaker speaker\_0: I can now.

Speaker speaker\_1: Oh, sorry. Hi. Hello. My name is Precious. I was calling, um, to see how I was able to get my insurance started.

Speaker speaker\_0: Okay. What is the name of the company you work for?

Speaker speaker\_1: Um, Lingo.

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

Speaker speaker\_1: 7150.

Speaker speaker\_0: All righty. If we can confirm your address and date of birth.

Speaker speaker\_1: 8225 North SL 620 78726. 10... My date of birth, 10/11/95.

Speaker speaker\_0: All righty. And what is the city and state?

Speaker speaker\_1: Austin, Texas.

Speaker speaker\_0: All righty. Now your phone number as-

Speaker speaker\_1: Sorry. I did not get that.

Speaker speaker\_0: You're fine.

Speaker speaker\_1: My number.

Speaker speaker\_0: Your number as 512-417-8464.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Now your email address as... Your last name-

Speaker speaker\_1: V-I-P, eh, mm-hmm. And then Delecia, D-E-L-E-C-I-A, number eight at gmail.com.

Speaker speaker\_0: All righty. So taking a look here, um, you are enrolled in VIP Classic and Dental, which is your medical and your dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You did become active-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... this passing Monday. So you should receive your dental card by the end of the week, and your medical will go to your email by the end of the week.

Speaker speaker\_1: Okay. So, but... Okay. So the medical, if it goes to my email, what does that mean? I still won't get it on a card? Or would I?

Speaker speaker\_0: No. So American Public Life doesn't send out physical cards, um, automatically to the members. We can request one be sent, but they automatically send the virtual copy.

Speaker speaker\_1: Okay. Gotcha. So just say if I would like to have a doctor's appointment or anything like that, what would I, you know, give them or how would I even get my physician? That, that's what I'm asking here.

Speaker speaker\_0: So you would show that card like a normal card. It's just on your phone, or you can print it off if you'd like. Or like I said-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... I can request a, a physical be, uh, arrived, but that virtual copy works just like the physical. You could either print it or show them the screenshot. Uh, however you prefer.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All righty. Okay. Well, thank you so much, ma'am. So dental will be mailed, correct?

Speaker speaker\_0: Yes, yes.

Speaker speaker\_1: Okay. Gotcha. All righty. Thank you so much. And what... So what will happen if I wanted to add a dependent?

Speaker speaker\_0: Um, so the price would go up. Um, if you were to do both of those plans for... So would it be for employee plus spouse, employee plus child, um, or employee plus the whole family?

Speaker speaker\_1: Okay. So what if it was just the child?

Speaker speaker\_0: If it's just you and your child, it would go up-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to \$47.75 a week.

Speaker speaker\_1: Okay. Can we go ahead and do that?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Is there... Yeah. Yes, ma'am.

Speaker speaker\_0: All right. Your weekly deductions are going to go up to \$47.75. It will take one to three weeks for the staffing agency to adjust your deductions. Once they do, the following Monday, your child will become active, and then later that week you'll get new cards. Um, that will say employee plus child.

Speaker speaker\_1: All righty. Thank you so much, ma'am.

Speaker speaker\_0: What is... I, I'm sorry. What is the child's name?

Speaker speaker\_1: It's Brosean. B-R-O-S-E-A-N. Last name Newsome. N-E-W-S-O-M-E Junior.

Speaker speaker\_0: And the social?

Speaker speaker\_1: Oh my Jesus. Um, hmm... I do not have that. Oh, oh my God. Okay, um-

Speaker speaker\_0: I can put all zeroes for the moment, and then you give us a call back when you have it.

Speaker speaker\_1: Okay. Okay. Thank you. Sorry. I did not-

Speaker speaker\_0: What's his date of birth?

Speaker speaker\_1: ... have that handy with me.

Speaker speaker\_0: 95-

Speaker speaker\_1: It is March, March 21st, '16.

Speaker speaker\_0: All righty. Let me hang up the information in the system. Is there anything else I can assist you with today?

Speaker speaker\_1: Um, no. That'll be all. And, um, I'll give you guys a call back to get the social.

Speaker speaker\_0: All right.

Speaker speaker\_1: And it won't be active until I actually give you guys a social.

Speaker speaker\_0: All right.

Speaker speaker\_1: Is that correct? Or will-

Speaker speaker\_0: Yep.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It will? Oh.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Oh, okay. Okay. But I'll still call you guys back to get into that.

Speaker speaker\_0: Okay. Thank you so much. You have a good day.

Speaker speaker\_1: All righty. You do as well. Thank you. Thanks. Thank you. You as well.

Speaker speaker\_0: No problem. Thank you for calling. Bye-bye.

Speaker speaker\_1: Okay. Bye-bye.