

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with? Jennifer Dial. And your last name? Dial. Go ahead. Yes. I just got a text message, said enroll in benefits, and I was just making sure since I already get benefits that I'll continue to get benefits next year. You're already enrolled in the, in the benefits? Yes. Yes, ma'am. Okay. As long as you keep working for, for your staff's needs, you see an induction still continue to be taken, um, your Good to Go, it will roll over, um, and your benefits will continue. Okay. Is there... I got the VIP. Is there any more that goes up further in the insurance? What's the name of the staff you work for? Uh, Crown. And the last four digits of your social? 7297. I had to, I had to say it in my head. No worries. If you can confirm your address and date of birth. 4344 Miller Valley Road, Elkins, Kentucky 42220 and my birthday's 11-10-74. And I need to have your phone number as 731-468-0769. Yes. Can I have your email address as Jennifer.Dial4@gmail.com? Yes. Okay. So your VIP Classic is the higher one of the two VIP plans. They do offer a different medical plan but that one has co-pays. Okay. I'll keep the one I have then. All righty. Then, anything else I can assist you with today? That's it. Thank you. Thank you so much for calling. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with?

Speaker speaker_2: Jennifer Dial.

Speaker speaker_0: And your last name?

Speaker speaker_2: Dial.

Speaker speaker_0: Go ahead.

Speaker speaker_2: Yes. I just got a text message, said enroll in benefits, and I was just making sure since I already get benefits that I'll continue to get benefits next year.

Speaker speaker_0: You're already enrolled in the, in the benefits?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_0: Okay. As long as you keep working for, for your staff's needs, you see an induction still continue to be taken, um, your Good to Go, it will roll over, um, and your benefits will continue.

Speaker speaker_2: Okay. Is there... I got the VIP. Is there any more that goes up further in the insurance?

Speaker speaker_0: What's the name of the staff you work for?

Speaker speaker_2: Uh, Crown.

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

Speaker speaker_2: 7297. I had to, I had to say it in my head.

Speaker speaker_0: No worries. If you can confirm your address and date of birth.

Speaker speaker_2: 4344 Miller Valley Road, Elkins, Kentucky 42220 and my birthday's 11-10-74.

Speaker speaker_0: And I need to have your phone number as 731-468-0769.

Speaker speaker_2: Yes.

Speaker speaker_0: Can I have your email address as Jennifer.Dial4@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So your VIP Classic is the higher one of the two VIP plans. They do offer a different medical plan but that one has co-pays.

Speaker speaker_2: Okay. I'll keep the one I have then.

Speaker speaker_0: All righty. Then, anything else I can assist you with today?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_0: Thank you so much for calling. Have a good day.

Speaker speaker_2: You too. Bye-bye.