

## Transcript: Pearl

**Rojas-5502232069062656-6205425321164800**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who have the pleasure of speaking with? Denedra Hayes. And how can I assist you? Dental insurance. Okay. And, and, and what about the dental insurance? Okay. I just started a job. I just, I want to get my benefits started. Um, and I'm interested in dental insurance, benefits. Okay. What's the name of the staffing agency you work for? Morales Group. And the last four digits of your social? 5045. Okay, bear with me one moment. And how long have you been working with Morales? Third day. Okay. So I haven't seen this over your information yet, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number, um, and get you enrolled today or we can wait until they send us the information. They do give you 30 days from the date of your first paycheck to do so. Okay. I would like to enroll today because I want benefits when it's possible. Okay. What's your full social? 307-15-5045. Okay. And you said your last name is Hayes? Repeat your first name for me. D-E-N-E-D-R-A. And your address? 1238 Butternut Lane. City, state and zip code. Indianapolis, Indiana 46234. SSN number. 3141994. Phone number? 317-693-4672. Right. And, and all you want is dental insurance? Yes. Okay. So with the dental, your, your weekly discounts will be at \$3.70. It does take one to two 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 dental card in the mail. This plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change this plan. Okay. Do you have any questions? No. All right. Thank you so much for calling. You have a great day. You too.

### Conversation Format

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

Speaker speaker\_1: Denedra Hayes.

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

Speaker speaker\_1: Dental insurance.

Speaker speaker\_0: Okay. And, and, and what about the dental insurance?

Speaker speaker\_1: Okay. I just started a job. I just, I want to get my benefits started. Um, and I'm interested in dental insurance, benefits.

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

Speaker speaker\_1: Morales Group.

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

Speaker speaker\_1: 5045.

Speaker speaker\_0: Okay, bear with me one moment. And how long have you been working with Morales?

Speaker speaker\_1: Third day.

Speaker speaker\_0: Okay. So I haven't seen this over your information yet, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number, um, and get you enrolled today or we can wait until they send us the information. They do give you 30 days from the date of your first paycheck to do so.

Speaker speaker\_1: Okay. I would like to enroll today because I want benefits when it's possible.

Speaker speaker\_0: Okay. What's your full social?

Speaker speaker\_1: 307-15-5045.

Speaker speaker\_0: Okay. And you said your last name is Hayes? Repeat your first name for me.

Speaker speaker\_1: D-E-N-E-D-R-A.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 1238 Butternut Lane.

Speaker speaker\_0: City, state and zip code.

Speaker speaker\_1: Indianapolis, Indiana 46234.

Speaker speaker\_0: SSN number.

Speaker speaker\_1: 3141994.

Speaker speaker\_0: Phone number?

Speaker speaker\_1: 317-693-4672.

Speaker speaker\_0: Right. And, and all you want is dental insurance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So with the dental, your, your weekly discounts will be at \$3.70. It does take one to two 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 dental card in the mail. This plan is under an IRS regulation called Section 125, meaning if it is

not company open enrollment or you have a qualified life event occur, you cannot cancel or change this plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.