

Transcript: Pearl

Rojas-5532347056734208-5291723594350592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who Nell is speaking with? Uh, my name is Jonathan Tyler Mooney. And how can I assist you? Uh, yes, I was looking to get some, uh, benefit or benefits, yeah, insurance basically, uh, through Partners Personnel. All righty. Yeah. And what are the last four digits of your social? 4988. Okay, give me one moment. No problem. Hm, and how long have you been working with Partners? Uh, probably, probably about little under a month now. Okay. Oh, here we are. Um, can you verify your address and data first, please? It's, uh, my address is, uh, 446 East Norton Avenue, or sorry, East Norton Road, uh, Knoxville, Tennessee, uh, three, uh, 37920. And then my, uh, what was the other one? The ba- the birthdate? It was, uh, the birthday was, uh, uh, November 21st, 1992. Okay, may I have your phone number is 309-863-9394? Yes. Can I have your email address as tylermooney05@gmail.com? Yes. Okay, do you know what you're wanting to enroll in today? Uh, I s- I mean, I just want the, whatever the, the ba- the, the cheapest is, honestly. Um, yeah, whatever, whatever the cheapest is. Okay, so they're all separate plans. And- So there's medical, dental, vision, free Rx- Okay. ... term life, um, short-term disability, critical illness group, accident, preventative health, and then there's a plan that's preventive health and medical in one. Uh, yeah, I was just trying to do, uh, I- like life insurance. Um, I wish there was like a, like a, a group just thing to say. Um, yeah, I basically want benefit, like, primary care visits, uh, like \$10 copay per visit, um... Okay, that's the MEC Enhanced for \$43.76 a week. Yeah, we'll do, we'll do that one for s- that's what I'm I- I'm looking at right now. Okay, so that one and the life insurance? Anything else? Uh, we'll do, um, we'll do vision. The vision, uh, the vision one, the \$2.15. Okay. And then you said an Rx, something about Rx? Free Rx? Um, that is actually- Yeah, y- ... I mean, give me one second. I believe the free Rx is actually built into your preventative health. Hmm, okay, no it doesn't, it doesn't say that specifically. And you said you wanted to add on the free Rx? All right. Uh, I don't think so. All right. I just, uh, I just want to m- make sure that it'll, it'll fill, uh, Fluoxetine. So 'cause I see, I see it on here, I just don't know if it, if I have to add that. I don't think so, right? Um, what do you mean? Um, I mean that, uh, this covers Fluoxetine 'cause I see it on the, on the list, so that means it'll be 100% covered? You see it on what plan? For the free Rx. Oh, you say you see it on the- On the free Rx. Yeah. So yeah, you have to add the free Rx onto, um, you have to pick a plan to have it. Okay. Yeah, I, I'll just pick the 5.99 plan. So we did the free Rx, term life, the vision and MEC Enhanced. Anything else? Um, I don't think so. No. Okay, so that's gonna bring your weekly deductions to \$54.01. Okay. It, it will take one to two weeks for the staff in MEC to start making deductions. Once they do, the following Monday you become active and then, um, the following Monday after we receive the deduction, you'll become active. Okay. And then you'll receive your, um, vision and preventative health card in the mail

and you'll receive your medicals to your email. Okay. Who, who would you like to put as a beneficiary for that term life? Uh, yes, that's gonna be M- Michelle Bennett. M-I-S-H-E-L-L-E, Bennett, B-E-N-N-E-T-T. Okay, and what is her relation to you? Uh, she is my fiance. Okay. All right. Excuse me, I went ahead and got that. I went ahead and got that saved. Do you have any questions, sir? Okay. No, I do not. Thank you very much. All righty, thank you so much for calling here. Have a great day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who Nell is speaking with?

Speaker speaker_2: Uh, my name is Jonathan Tyler Mooney.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, yes, I was looking to get some, uh, benefit or benefits, yeah, insurance basically, uh, through Partners Personnel.

Speaker speaker_1: All righty.

Speaker speaker_2: Yeah.

Speaker speaker_1: And what are the last four digits of your social?

Speaker speaker_2: 4988.

Speaker speaker_1: Okay, give me one moment.

Speaker speaker_2: No problem.

Speaker speaker_1: Hm, and how long have you been working with Partners?

Speaker speaker_2: Uh, probably, probably about little under a month now.

Speaker speaker_1: Okay. Oh, here we are. Um, can you verify your address and data first, please?

Speaker speaker_2: It's, uh, my address is, uh, 446 East Norton Avenue, or sorry, East Norton Road, uh, Knoxville, Tennessee, uh, three, uh, 37920. And then my, uh, what was the other one? The ba- the birthdate? It was, uh, the birthday was, uh, uh, November 21st, 1992.

Speaker speaker_1: Okay, may I have your phone number is 309-863-9394?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as tylermooney05@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, do you know what you're wanting to enroll in today?

Speaker speaker_2: Uh, I s- I mean, I just want the, whatever the, the ba- the, the cheapest is, honestly. Um, yeah, whatever, whatever the cheapest is.

Speaker speaker_1: Okay, so they're all separate plans.

Speaker speaker_2: And-

Speaker speaker_1: So there's medical, dental, vision, free Rx-

Speaker speaker_2: Okay.

Speaker speaker_1: ... term life, um, short-term disability, critical illness group, accident, preventative health, and then there's a plan that's preventive health and medical in one.

Speaker speaker_2: Uh, yeah, I was just trying to do, uh, I- like life insurance. Um, I wish there was like a, like a, a group just thing to say. Um, yeah, I basically want benefit, like, primary care visits, uh, like \$10 copay per visit, um...

Speaker speaker_1: Okay, that's the MEC Enhanced for \$43.76 a week.

Speaker speaker_2: Yeah, we'll do, we'll do that one for s- that's what I'm I- I'm looking at right now.

Speaker speaker_1: Okay, so that one and the life insurance? Anything else?

Speaker speaker_2: Uh, we'll do, um, we'll do vision. The vision, uh, the vision one, the \$2.15.

Speaker speaker_1: Okay.

Speaker speaker_2: And then you said an Rx, something about Rx?

Speaker speaker_1: Free Rx? Um, that is actually-

Speaker speaker_2: Yeah, y-

Speaker speaker_1: ... I mean, give me one second. I believe the free Rx is actually built into your preventative health. Hmm, okay, no it doesn't, it doesn't say that specifically. And you said you wanted to add on the free Rx? All right.

Speaker speaker_2: Uh, I don't think so.

Speaker speaker_1: All right.

Speaker speaker_2: I just, uh, I just want to m- make sure that it'll, it'll fill, uh, Fluoxetine. So 'cause I see, I see it on here, I just don't know if it, if I have to add that. I don't think so, right?

Speaker speaker_1: Um, what do you mean?

Speaker speaker_2: Um, I mean that, uh, this covers Fluoxetine 'cause I see it on the, on the list, so that means it'll be 100% covered?

Speaker speaker_1: You see it on what plan?

Speaker speaker_2: For the free Rx.

Speaker speaker_1: Oh, you say you see it on the-

Speaker speaker_2: On the free Rx. Yeah.

Speaker speaker_1: So yeah, you have to add the free Rx onto, um, you have to pick a plan to have it.

Speaker speaker_2: Okay. Yeah, I, I'll just pick the 5.99 plan.

Speaker speaker_1: So we did the free Rx, term life, the vision and MEC Enhanced. Anything else?

Speaker speaker_2: Um, I don't think so. No.

Speaker speaker_1: Okay, so that's gonna bring your weekly deductions to \$54.01.

Speaker speaker_2: Okay.

Speaker speaker_1: It, it will take one to two weeks for the staff in MEC to start making deductions. Once they do, the following Monday you become active and then, um, the following Monday after we receive the deduction, you'll become active.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you'll receive your, um, vision and preventative health card in the mail and you'll receive your medicals to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Who, who would you like to put as a beneficiary for that term life?

Speaker speaker_2: Uh, yes, that's gonna be M- Michelle Bennett. M-I-S-H-E-L-L-E, Bennett, B-E-N-N-E-T-T.

Speaker speaker_1: Okay, and what is her relation to you?

Speaker speaker_2: Uh, she is my fiance.

Speaker speaker_1: Okay. All right. Excuse me, I went ahead and got that. I went ahead and got that saved. Do you have any questions, sir?

Speaker speaker_2: Okay. No, I do not. Thank you very much.

Speaker speaker_1: All righty, thank you so much for calling here. Have a great day.

Speaker speaker_2: You too. Thank you. Bye-bye.