

## **Transcript: Pearl**

**Rojas-5533754850754560-6021841303322624**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefit Direct Card. My name is Pearl. Who -- uh, would I like to speak to Alice? Hi, my name is Alexis. How are you doing? I'm good. And yourself? I'm doing good. So I was, um, going to go ahead and enroll into the dental, um, benefits. But I just have a few questions. Now, when I do enroll, how soon is it active? Do I have to wait like a certain length here, or I have to pay like a certain amount of deductions, or would they like automatic... So, um, it takes one to two weeks for the staff in each state to mark it, mark... start making deductions from the day you enroll. And then as soon as we receive the next, the Monday, as soon as we r- we receive the deduction the next Monday, yeah. Okay. Uh-huh. And then you receive your card later in the mail. Not, 'cause I'm, I'm in a predicament here. I do, I need a root canal, and I would, that's why I was asking like how soon does, do you guys kick in, or do I have to wait a certain amount of time in order for you guys to cover something like that? I'm sorry. What was that? So I need a... Or I'm at a dentist now. I need a root canal, and I was wondering, um, do I have to pay a deduction or for you guys to pay a certain amount for this procedure, or like how much are you guys willing to pay- So- ... or going to pay? So the, the Dental Plan actually, actually doesn't cover surgical extractions. Oh, oh. Oh, wow. So you don't cover root canals? Correct, 'cause that's a physical extraction. Hmm. Well, 399. Okay. All right. Thank you so much. Well, thank you so much for calling. Have a great day. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefit Direct Card. My name is Pearl. Who -- uh, would I like to speak to Alice?

Speaker speaker\_2: Hi, my name is Alexis. How are you doing?

Speaker speaker\_1: I'm good. And yourself?

Speaker speaker\_2: I'm doing good. So I was, um, going to go ahead and enroll into the dental, um, benefits. But I just have a few questions. Now, when I do enroll, how soon is it active? Do I have to wait like a certain length here, or I have to pay like a certain amount of deductions, or would they like automatic...

Speaker speaker\_1: So, um, it takes one to two weeks for the staff in each state to mark it, mark... start making deductions from the day you enroll. And then as soon as we receive the next, the Monday, as soon as we r- we receive the deduction the next Monday, yeah. Okay.

Speaker speaker\_3: Uh-huh.

Speaker speaker\_1: And then you receive your card later in the mail.

Speaker speaker\_2: Not, 'cause I'm, I'm in a predicament here. I do, I need a root canal, and I would, that's why I was asking like how soon does, do you guys kick in, or do I have to wait a certain amount of time in order for you guys to cover something like that?

Speaker speaker\_1: I'm sorry. What was that?

Speaker speaker\_2: So I need a... Or I'm at a dentist now. I need a root canal, and I was wondering, um, do I have to pay a deduction or for you guys to pay a certain amount for this procedure, or like how much are you guys willing to pay-

Speaker speaker\_1: So-

Speaker speaker\_2: ... or going to pay?

Speaker speaker\_1: So the, the Dental Plan actually, actually doesn't cover surgical extractions.

Speaker speaker\_2: Oh, oh. Oh, wow. So you don't cover root canals?

Speaker speaker\_1: Correct, 'cause that's a physical extraction.

Speaker speaker\_2: Hmm. Well, 399. Okay. All right. Thank you so much.

Speaker speaker\_1: Well, thank you so much for calling. Have a great day.

Speaker speaker\_2: All right. Bye-bye.