

Transcript: Pearl

Rojas-5657255449772032-5263364737253376

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does it look you're speaking with? Curtis Thomas. And how can I assist you? I was, I was calling to get the service on my plan to see what all due... Basically, it's my husband. I was calling to see what all he have on his plan. Okay. Are you on his, his line with him? Yes. You are? Okay. And, um, what is his, middle name? I mean, is that an agency on the last four of his Social? Last four of his Social's 5370. And what's that agency that he does work for? Uh, Minervilla. The name of where he applied. Uh, Card... And what's his name? Curtis Thomas. All right. And what is his address and date of birth? 1211 10th Avenue, Selma, Alabama, 36703. And his date of birth's 5/27/1992. Okay. And I have his phone number as 334-412-1230? Yes, ma'am. Okay. You guys aren't currently act, um, enrolled in coverage. You know something? I, I, I... Look, I don't got... So he's, he's active, right? You guys don't have coverage at all. Say that again. You guys don't have coverage at all. Okay. And why is that? I am... I'm not sure. I, I don't have any forms that he enrolled. I don't see anything no-notated that he called. He doesn't have coverage. You guys, you have... Well, you guys don't have coverage. Oh my God. He... So how long he's been out of coverage? Since... Do you have, uh... Since May of last year. May of may last year. Okay. So they wasn't taking nothing out his check? No, ma'am. Not since May of last year. Okay, one second. I'll look. Honey, you said they was taking stuff out their check. She on the phone. She said they ain't take nothing out of consistent last year or may. I'm on the phone with the folks now. She said you ain't even got coverage. With this card that's with your job, she said you don't have coverage. How do we Oh, there's my baby. So he don't have med- medical, dental... He has, he not covered at all? Correct. Okay. Okay. So for him to get coverage, we would have to call you back to get coverage. Correct. Um, is there any way... Okay, how the process goes, ma'am? Okay. So, um, in order to actually enroll him in coverage... Let me take a look here what coverage he did have before. Did he stop working with Surge at any time? He, he got hired on. Okay. So he would, he would probably- He got hired on. Yeah. He would have to be working with Surge currently to enrolling coverage through us. If he's not working with Surge currently, he would have to talk to his current employer, um, that hired him on and see if they offer benefits. Okay. Yes, ma'am. We'll go from there. All right. Thank you so much for calling. You guys have a great day. All right. Buh-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does it look you're speaking with?

Speaker speaker_1: Curtis Thomas.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was, I was calling to get the service on my plan to see what all due... Basically, it's my husband. I was calling to see what all he have on his plan.

Speaker speaker_0: Okay. Are you on his, his line with him?

Speaker speaker_1: Yes.

Speaker speaker_0: You are? Okay. And, um, what is his, middle name? I mean, is that an agency on the last four of his Social?

Speaker speaker_1: Last four of his Social's 5370.

Speaker speaker_0: And what's that agency that he does work for?

Speaker speaker_1: Uh, Minervilla.

Speaker speaker_0: The name of where he applied.

Speaker speaker_1: Uh, Card...

Speaker speaker_0: And what's his name?

Speaker speaker_1: Curtis Thomas.

Speaker speaker_0: All right. And what is his address and date of birth?

Speaker speaker_1: 1211 10th Avenue, Selma, Alabama, 36703. And his date of birth's 5/27/1992.

Speaker speaker_0: Okay. And I have his phone number as 334-412-1230?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. You guys aren't currently act, um, enrolled in coverage.

Speaker speaker_1: You know something? I, I, I... Look, I don't got... So he's, he's active, right?

Speaker speaker_0: You guys don't have coverage at all.

Speaker speaker_1: Say that again.

Speaker speaker_0: You guys don't have coverage at all.

Speaker speaker_1: Okay. And why is that?

Speaker speaker_0: I am... I'm not sure. I, I don't have any forms that he enrolled. I don't see anything no- notated that he called. He doesn't have coverage. You guys, you have... Well, you guys don't have coverage.

Speaker speaker_1: Oh my God. He... So how long he's been out of coverage?

Speaker speaker_0: Since... Do you have, uh... Since May of last year.

Speaker speaker_1: May of may last year. Okay. So they wasn't taking nothing out his check?

Speaker speaker_0: No, ma'am. Not since May of last year.

Speaker speaker_1: Okay, one second. I'll look. Honey, you said they was taking stuff out their check. She on the phone. She said they ain't take nothing out of consistent last year or may. I'm on the phone with the folks now. She said you ain't even got coverage. With this card that's with your job, she said you don't have coverage.

Speaker speaker_2: How do we

Speaker speaker_3: Oh, there's my baby.

Speaker speaker_1: So he don't have med- medical, dental... He has, he not covered at all?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Okay. So for him to get coverage, we would have to call you back to get coverage.

Speaker speaker_0: Correct.

Speaker speaker_1: Um, is there any way... Okay, how the process goes, ma'am?

Speaker speaker_0: Okay. So, um, in order to actually enroll him in coverage... Let me take a look here what coverage he did have before. Did he stop working with Surge at any time?

Speaker speaker_1: He, he got hired on.

Speaker speaker_0: Okay. So he would, he would probably-

Speaker speaker_1: He got hired on. Yeah.

Speaker speaker_0: He would have to be working with Surge currently to enrolling coverage through us. If he's not working with Surge currently, he would have to talk to his current employer, um, that hired him on and see if they offer benefits.

Speaker speaker_1: Okay. Yes, ma'am. We'll go from there.

Speaker speaker_0: All right. Thank you so much for calling. You guys have a great day.

Speaker speaker_1: All right. Buh-bye.