

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, hi. This is Jessica McCloud. How can I assist you? Um, I'm just trying to see what all my benefit, um, consist of. All righty. And what's the name of the staffing agency you work for? It's gonna be Jessica McCloud. The name of the staffing agency you work for. Can you repeat that again for me? Of course. What is the name of the staffing agency you work for? Uh, I work for MAU. All righty. And the last four digits of your Social? It's gonna be 8686. All righty. And if you can confirm your address and date of birth. It's gonna be 183 Alberta Drive. And it's gonna be 8586. I have a different address on file. I mean, you probably got... Um, it says 32 Gulf Street. Yes, ma'am. What's the city and state there? It's gonna be Deleville. And the state? Alabama. Okay. And you said your current address is 183 Alberta Drive? Yes. And is that in Deleville as well? No, it's in Ozark. Ozark. And it's still Alabama? Yes, still Alabama. 36360. All righty. And I have your phone number as 334-237-8579? Yes. And I have your email address as sexyj20@gmail.com? Yes. All right. So looking at your account here, I see you have, um, preventative health, so it's like your annual physical, uh, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. You have group accident, which is some medical. Uh, you have dental. You have critical illness, term life, which is your life insurance. You have identity theft protection, and you have behavioral and mental health. Okay, so as in, uh, health, is that like a 401 or anything, or it's just, um, just the benefits on health? It's some bene-... It's some benefits with medical. Um, so with that, with that part of medical that you have, you're covered for, um, \$250 of the emergency room, \$50 at the physician's office, \$50 on emergency dental work, \$250 on hospital admission, \$100 on daily hospital confinement, \$200 on the ACU benefit, and then up to \$15,000, um, in AD&D.; All right. Um, so is there anything to do with the 401? No. For the 401, you'd have to speak to your staffing agency. Okay. Um, so, um, so at the most part, um, the only thing I have with the benefit is just, like, um, the dental and health. Correct. All right then. Oh, well, that was... Um, that was concerning all my questions for the time being. All righty. Thank you so much for calling. I hope you have a great day. All right. Thank you. Hope you have one too. Thanks.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Um, hi. This is Jessica McCloud.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I'm just trying to see what all my benefit, um, consist of.

Speaker speaker_1: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_2: It's gonna be Jessica McCloud.

Speaker speaker_1: The name of the staffing agency you work for.

Speaker speaker_2: Can you repeat that again for me?

Speaker speaker_1: Of course. What is the name of the staffing agency you work for?

Speaker speaker_2: Uh, I work for MAU.

Speaker speaker_1: All righty. And the last four digits of your Social?

Speaker speaker_2: It's gonna be 8686.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: It's gonna be 183 Alberta Drive. And it's gonna be 8586.

Speaker speaker_1: I have a different address on file.

Speaker speaker_2: I mean, you probably got... Um, it says 32 Gulf Street.

Speaker speaker_1: Yes, ma'am. What's the city and state there?

Speaker speaker_2: It's gonna be Deleville.

Speaker speaker_1: And the state?

Speaker speaker_2: Alabama.

Speaker speaker_1: Okay. And you said your current address is 183 Alberta Drive?

Speaker speaker_2: Yes.

Speaker speaker_1: And is that in Deleville as well?

Speaker speaker_2: No, it's in Ozark.

Speaker speaker_1: Ozark. And it's still Alabama?

Speaker speaker_2: Yes, still Alabama. 36360.

Speaker speaker_1: All righty. And I have your phone number as 334-237-8579?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as sexyj20@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So looking at your account here, I see you have, um, preventative health, so it's like your annual physical, uh, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. You have group accident, which is some medical. Uh, you have dental. You have critical illness, term life, which is your life insurance. You have identity theft protection, and you have behavioral and mental health.

Speaker speaker_2: Okay, so as in, uh, health, is that like a 401 or anything, or it's just, um, just the benefits on health?

Speaker speaker_1: It's some bene-... It's some benefits with medical. Um, so with that, with that part of medical that you have, you're covered for, um, \$250 of the emergency room, \$50 at the physician's office, \$50 on emergency dental work, \$250 on hospital admission, \$100 on daily hospital confinement, \$200 on the ACU benefit, and then up to \$15,000, um, in AD&D.;

Speaker speaker_2: All right. Um, so is there anything to do with the 401?

Speaker speaker_1: No. For the 401, you'd have to speak to your staffing agency.

Speaker speaker_2: Okay. Um, so, um, so at the most part, um, the only thing I have with the benefit is just, like, um, the dental and health.

Speaker speaker_1: Correct.

Speaker speaker_2: All right then. Oh, well, that was... Um, that was concerning all my questions for the time being.

Speaker speaker_1: All righty. Thank you so much for calling. I hope you have a great day.

Speaker speaker_2: All right. Thank you. Hope you have one too.

Speaker speaker_1: Thanks.