

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Veterans in the Card. My name is Pearl Hooda. Who do I have the pleasure of speaking with? Um, Jaden Ferry. I had a missed call from you guys. All righty. Do you work for a staffing agency? No, ma'am. M-a-m. And what are the last four digits of your social? Um, 622... I mean, 9461. All right. And you said your name is Jaden Ferry? That's right. I'm Jaden Ferry. Okay. Can you confirm your address and date of birth for me? January 3rd, 2002. And your address? Okay. Um, 212 McGee Road. And the city and state? Mountain Mountain, Georgia. All righty. And I have your phone number as 470-218-6237. Yes, ma'am. And I have your email address as jaden3000 at gmail.com. Yes, ma'am. Okay, so it looks like we're calling you, um, based on an enrollment form that we received. You had selected multiple medical plans, so they're just calling to see which plan you're wanting to enroll in. Um, you in- you signed up for the Ensure+ Basic and the Ensure+ Enhanced. The basic is 17.39 a week and the enhanced is 24.69 a week. And the difference between those two plans is the dollar amount that they cover for each service. Oh, I'll do the dental. Just the dental? Mm-hmm. So you don't want, um, the life insurance or the preventative health either? Um, I would like to do only the dental and the, the life. Okay, dental and term life. Okay, bear with me one moment. Thank you so much for holding. I'm sorry about that wait time. So with the, uh, dental and the term life, they're going to be just self-correct? Yes, ma'am. So your weekly deductions are going to be at \$5.62. 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 receive your dental card in the mail, um, your dental is under an IRS regulation called Section 125. Meaning if it is not company open enrollment or you have a qualified life event... You cannot cancel or change that plan. Okay. Do you have any questions? Um, no, ma'am. All righty. Thank you so much for calling in on a Thursday. Okay, no problem.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Veterans in the Card. My name is Pearl Hooda. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, Jaden Ferry. I had a missed call from you guys.

Speaker speaker_0: All righty. Do you work for a staffing agency?

Speaker speaker_1: No, ma'am. M-a-m.

Speaker speaker_0: And what are the last four digits of your social?

Speaker speaker_1: Um, 622... I mean, 9461.

Speaker speaker_0: All right. And you said your name is Jaden Ferry?

Speaker speaker_1: That's right. I'm Jaden Ferry.

Speaker speaker_0: Okay. Can you confirm your address and date of birth for me?

Speaker speaker_1: January 3rd, 2002.

Speaker speaker_0: And your address?

Speaker speaker_1: Okay. Um, 212 McGee Road.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Mountain Mountain, Georgia.

Speaker speaker_0: All righty. And I have your phone number as 470-218-6237.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as jaden3000 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so it looks like we're calling you, um, based on an enrollment form that we received. You had selected multiple medical plans, so they're just calling to see which plan you're wanting to enroll in. Um, you in- you signed up for the Ensure+ Basic and the Ensure+ Enhanced. The basic is 17.39 a week and the enhanced is 24.69 a week. And the difference between those two plans is the dollar amount that they cover for each service.

Speaker speaker_1: Oh, I'll do the dental.

Speaker speaker_0: Just the dental?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you don't want, um, the life insurance or the preventative health either?

Speaker speaker_1: Um, I would like to do only the dental and the, the life.

Speaker speaker_0: Okay, dental and term life. Okay, bear with me one moment. Thank you so much for holding. I'm sorry about that wait time. So with the, uh, dental and the term life, they're going to be just self-correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: So your weekly deductions are going to be at \$5.62. 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 receive your dental card in the mail, um, your dental is under an IRS regulation called Section 125. Meaning if it is not company open enrollment or you have a qualified life event... You cannot cancel or change

that plan.

Speaker speaker_2: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_2: Um, no, ma'am.

Speaker speaker_0: All righty. Thank you so much for calling in on a Thursday.

Speaker speaker_2: Okay, no problem.