

## **Transcript: Pearl**

**Rojas-5994000630628352-6632987544207360**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Anderson? This is. Hi, my name is ... I'm calling from Benefits in a Card on behalf of your staff. You need to ... hospitality staffing solutions? Yes. Um, before I continue, the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose two plans that can be chosen together. So we're just calling to see which plan you're wanting to enroll in. You- Um, what's the difference? I'm sorry. So, um, you chose the Stay Healthy MEC ... plan, which is just preventative health for \$16.65 a week. And you also chose the Stay Healthy MEC Enhanced, which is medical and preventative health in one for \$42.61 a week. Um, sorry, I thought it was different, but I'll do the 42. Okay. And I have that you wanted, um, dental, short-term disability for, uh, life insurance, critical illness, vision- Mm-hmm. ... group accident. Um, then the MEC enhanced, behavioral health and the ID-, um, the identity theft protection. Correct? Correct. Okay. So that brings your weekly deductions to \$60.97. That's fine. Right. And I have your beneficiary as a Ms. Harmony Anderson? Yes. All righty. So we'll take one to two weeks for the staff you need to see, to start making deductions. Once they do, the following money become active. And then later that week you receive your dental, medical and preventative health card in the mail. And you'll receive your medical to your email. Thank you so much. No problem. Thank you so much for attending my call. You have a great day. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, with Ms. Anderson?

Speaker speaker\_2: This is.

Speaker speaker\_1: Hi, my name is ... I'm calling from Benefits in a Card on behalf of your staff. You need to ... hospitality staffing solutions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, before I continue, the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose two plans that can be chosen together. So we're just calling to see which plan you're wanting to enroll in. You-

Speaker speaker\_2: Um, what's the difference? I'm sorry.

Speaker speaker\_1: So, um, you chose the Stay Healthy MEC ... plan, which is just preventative health for \$16.65 a week. And you also chose the Stay Healthy MEC Enhanced, which is medical and preventative health in one for \$42.61 a week.

Speaker speaker\_2: Um, sorry, I thought it was different, but I'll do the 42.

Speaker speaker\_1: Okay. And I have that you wanted, um, dental, short-term disability for, uh, life insurance, critical illness, vision-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... group accident. Um, then the MEC enhanced, behavioral health and the ID-, um, the identity theft protection. Correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So that brings your weekly deductions to \$60.97.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Right. And I have your beneficiary as a Ms. Harmony Anderson?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. So we'll take one to two weeks for the stuff you need to see, to start making deductions. Once they do, the following money become active. And then later that week you receive your dental, medical and preventative health card in the mail. And you'll receive your medical to your email.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker\_2: You too. Bye.