

## Transcript: Pearl

**Rojas-6045272275206144-4986207327535104**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card . My name is Pearl Reynolds, I just checked in with. Uh, this is Beverly White and I work for MAU. And, um, I'm at, uh, Michelin and MAU put up on the board about some new, uh, benefits and I want to know if I have those benefits out, already. And, uh, that's the reason why I was calling. So what are the- To see if it's something that I'm... I'm sorry. No, you're fine. What are the last four digits of your Social? 1466. And what is your address and date of birth? My, uh, address is 301 Blossom Drive. My date of birth is... Oh, wait a minute. 301 Blossom Drive, Greenville, South Carolina 29605. And my date of birth is 12/24/62. Okay, and your phone number is 864-350-6459? Yes, ma'am. And have you emailed just as beverlywhite65@yahoo.com? Yes, ma'am. Okay. So yes, ma'am. I have you enrolled in medical, group accident, dental, term life and vision. And vision. And they had another one. They had some more added to it. Like, say if you end up having... Like, is, is the medic... I mean, is the mental issue is like the medical? Nope, so there's a separate plan is behavioral health, um, and that's a, a separate plan that you can add on. Um, that plan is \$1.50 a week, um, that you can add on to your coverage. Oh, I added... Well, yeah, I, I... Yes, I added. And it was so... It was, it was something else too. Um, they also offer short-term disability, critical illness and identity theft protection. Um, what, what was that first one? Critical illness. And? And short-term disability. Short-term... Okay, so I don't have that. You don't at the moment. You can add it on, but you don't have it right now. And how much would that be? \$4.02 a week. \$4.02 a week. Should I get that? I mean, it's like you all never know what, what may happen, right? So I better, I better get... Yeah, I'm just, I'm just trying to be on the safe side, because you just don't know what may happen. Alrighty. So adding on those two plans, adding on those two plans, your weekly deductions are going to be \$32.72. Okay, okay, okay. That's fine. So I should, I should be good now then, right? I should have everything I need. And so it does take one to two weeks for the staffing agencies to, um, adjust your deductions. Once they do, the following Monday, those two coverages will be active. I'm going to send you an email from info@benefitsinacard.com and it's going to give you steps on how to register for that behavioral health, um, when you, when you become active. Excuse me. Okay, so I got dental, I got vision, I got, um... So I need to go to the doctor for, like, say, my physical and all that stuff. All of, all of that I have, right? So you have medical, you're able to go to the physician's office, ER, stuff like that. You have group accident, which is more coverage for your medical. You have dental, term life, which is your life insurance, vision and then you just signed up for behavioral health, which is that mental health and your short-term disability. Oh, okay. So I should be good now here, right? Yeah, it looks like you got a little bit of everything. Okay. Okay, then I appreciate it. No problem. You're good to go. Have a good day. Thank you. Okay, you too. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card . My name is Pearl Reynolds, I just checked in with.

Speaker speaker\_2: Uh, this is Beverly White and I work for MAU. And, um, I'm at, uh, Michelin and MAU put up on the board about some new, uh, benefits and I want to know if I have those benefits out, already. And, uh, that's the reason why I was calling.

Speaker speaker\_1: So what are the-

Speaker speaker\_2: To see if it's something that I'm... I'm sorry.

Speaker speaker\_1: No, you're fine. What are the last four digits of your Social?

Speaker speaker\_2: 1466.

Speaker speaker\_1: And what is your address and date of birth?

Speaker speaker\_2: My, uh, address is 301 Blossom Drive. My date of birth is... Oh, wait a minute. 301 Blossom Drive, Greenville, South Carolina 29605. And my date of birth is 12/24/62.

Speaker speaker\_1: Okay, and your phone number is 864-350-6459?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And have you emailed just as beverlywhite65@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So yes, ma'am. I have you enrolled in medical, group accident, dental, term life and vision.

Speaker speaker\_2: And vision. And they had another one. They had some more added to it. Like, say if you end up having... Like, is, is the medic... I mean, is the mental issue is like the medical?

Speaker speaker\_1: Nope, so there's a separate plan is behavioral health, um, and that's a, a separate plan that you can add on. Um, that plan is \$1.50 a week, um, that you can add on to your coverage.

Speaker speaker\_2: Oh, I added... Well, yeah, I, I... Yes, I added. And it was so... It was, it was something else too.

Speaker speaker\_1: Um, they also offer short-term disability, critical illness and identity theft protection.

Speaker speaker\_2: Um, what, what was that first one?

Speaker speaker\_1: Critical illness.

Speaker speaker\_2: And?

Speaker speaker\_1: And short-term disability.

Speaker speaker\_2: Short-term... Okay, so I don't have that.

Speaker speaker\_1: You don't at the moment. You can add it on, but you don't have it right now.

Speaker speaker\_2: And how much would that be?

Speaker speaker\_1: \$4.02 a week.

Speaker speaker\_2: \$4.02 a week. Should I get that? I mean, it's like you all never know what, what may happen, right? So I better, I better get... Yeah, I'm just, I'm just trying to be on the safe side, because you just don't know what may happen.

Speaker speaker\_1: Alrighty. So adding on those two plans, adding on those two plans, your weekly deductions are going to be \$32.72.

Speaker speaker\_2: Okay, okay, okay. That's fine. So I should, I should be good now then, right? I should have everything I need.

Speaker speaker\_1: And so it does take one to two weeks for the staffing agencies to, um, adjust your deductions. Once they do, the following Monday, those two coverages will be active. I'm going to send you an email from [info@benefitsinacard.com](mailto:info@benefitsinacard.com) and it's going to give you steps on how to register for that behavioral health, um, when you, when you become active. Excuse me.

Speaker speaker\_2: Okay, so I got dental, I got vision, I got, um... So I need to go to the doctor for, like, say, my physical and all that stuff. All of, all of that I have, right?

Speaker speaker\_1: So you have medical, you're able to go to the physician's office, ER, stuff like that. You have group accident, which is more coverage for your medical. You have dental, term life, which is your life insurance, vision and then you just signed up for behavioral health, which is that mental health and your short-term disability.

Speaker speaker\_2: Oh, okay. So I should be good now here, right?

Speaker speaker\_1: Yeah, it looks like you got a little bit of everything.

Speaker speaker\_2: Okay. Okay, then I appreciate it.

Speaker speaker\_1: No problem. You're good to go. Have a good day.

Speaker speaker\_2: Thank you. Okay, you too. Bye.