

## Transcript: Pearl

**Rojas-6151641516785664-5401617652563968**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, good afternoon. I received, um, a email from Norris Staffing concerning my benefit card. Concerning your benefits card. Concerning my- Concerning your benefits card. ... concern on benefits card. Okay. You got a... You received an email from Norris Staffing about a, a benefit card? Yes. Okay. What is the last four digits of your Social? The last four numbers. 6, um, 6004. Okay. And your name? Savatree Singh. Okay. And if you can confirm your address and date of birth. 466 Autumn Avenue, Brooklyn, New York, 11208 and 9/18/67. Okay. Can I have your phone number as 347-892-0337? Yes. Can I have your email address as your first name, your last name 67@gmail.com? Yes. Okay. Um, do you know... Do you remember what the email said? I'm not showing that anybody notated your account. What does the email say? Okay. I'm her... I'm her husband. I'mma read it to you. One second. "Norris Staffing, your benefits transition to Benefits in a Card effective 02/03/25. However, you have until 03... 03/02/25 to make changes to your coverage. Please contact BIC at that number that we just called to do so." Okay. "Don't miss... Don't miss this opportunity. Review and update your benefits for 2025." What is that about? All right. So what that means is that Norris Staffing, uh, has changed healthcare administrators. So your guys' coverage if you were enrolled in plans, were, was now getting transitioned over to the new, to the new administrators, which is us, Benefits in a Card. Um, and they're giving you guys the opportunity to either make changes or add any plans, um, or do anything you're, you're wanting to do with your coverage. Okay, because, um, she's covered under me, so I don't need coverage from them. Okay. No worries. Uh, you don't have to do anything. Um, it was just a reminder or just, uh, a notification. Oh, okay. All right. Okay. Thank you very much. Thank you. Have a great day. Thanks. She's already got coverage, right? You're covered under me, you don't need nothing from me. They just wanted to update them, see if they will let... what coverage whatever. Hm. That is the thing you got to know. Dial the number and, uh, explain yourself to people.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Um, good afternoon. I received, um, a email from Norris Staffing concerning my benefit card.

Speaker speaker\_2: Concerning your benefits card.

Speaker speaker\_1: Concerning my-

Speaker speaker\_2: Concerning your benefits card.

Speaker speaker\_1: ... concern on benefits card.

Speaker speaker\_0: Okay. You got a... You received an email from Norris Staffing about a, a benefit card?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. What is the last four digits of your Social?

Speaker speaker\_2: The last four numbers.

Speaker speaker\_1: 6, um, 6004.

Speaker speaker\_0: Okay. And your name?

Speaker speaker\_1: Savatree Singh.

Speaker speaker\_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker\_1: 466 Autumn Avenue, Brooklyn, New York, 11208 and 9/18/67.

Speaker speaker\_0: Okay. Can I have your phone number as 347-892-0337?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address as your first name, your last name 67@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, do you know... Do you remember what the email said? I'm not showing that anybody notated your account. What does the email say?

Speaker speaker\_2: Okay. I'm her... I'm her husband. I'mma read it to you. One second. "Norris Staffing, your benefits transition to Benefits in a Card effective 02/03/25. However, you have until 03... 03/02/25 to make changes to your coverage. Please contact BIC at that number that we just called to do so."

Speaker speaker\_0: Okay.

Speaker speaker\_2: "Don't miss... Don't miss this opportunity. Review and update your benefits for 2025." What is that about?

Speaker speaker\_0: All right. So what that means is that Norris Staffing, uh, has changed healthcare administrators. So your guys' coverage if you were enrolled in plans, were, was now getting transitioned over to the new, to the new administrators, which is us, Benefits in a Card. Um, and they're giving you guys the opportunity to either make changes or add any plans, um, or do anything you're, you're wanting to do with your coverage.

Speaker speaker\_2: Okay, because, um, she's covered under me, so I don't need coverage from them.

Speaker speaker\_0: Okay. No worries. Uh, you don't have to do anything. Um, it was just a reminder or just, uh, a notification.

Speaker speaker\_2: Oh, okay. All right. Okay. Thank you very much.

Speaker speaker\_0: Thank you. Have a great day.

Speaker speaker\_2: Thanks. She's already got coverage, right? You're covered under me, you don't need nothing from me. They just wanted to update them, see if they will let... what coverage whatever.

Speaker speaker\_3: Hm.

Speaker speaker\_2: That is the thing you got to know. Dial the number and, uh, explain yourself to people.