

Transcript: Pearl

Rojas-6208958105829376-6025690509131776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, Angela ... this is her. Hi, my name is Perla, I'm calling from Benefits in a Card on behalf of your staff agency, BGSS. Oh, yes, ma'am. If I could just um... so we're processing health care enrollment forms and on your form you chose life insurance for you and y- your child or children but we did not receive any dependent information. So I need to go back and add it on my... Um, well if you have the information I can add it for you onto your account. Oh, okay, um, okay that's fine. If you give me one moment. Okay. All right. And what is the name of the child? It's Leslie Gonzales. Do you have her full social on hand? Um, you know what, just give me one second. And what's her date of birth? Okay, her date of birth is going to be October 9, 2008. Okay. And let me see her social. I have it on my phone, so just give me one second. Okay. One second. One second. I have it in my phone. Yeah. I have it in my phone. I could put all zero for the moment and then when you have it and have a chance to use the phone you can call and give it to us. Okay, do you want me to give you a call back, you said? That is, that is fine. As, as soon as you find it or if it's later we close at 8:00 PM Eastern Standard Time. So whenever you have that, um, have that and have a chance to call, you know, you just give us a call and provide that information. Okay, sounds good. I will. All righty, um, so your weekly deductions are going to be of \$7.82. Okay, sounds good. It will take one to two weeks for the staff at the agency to, to start those deductions, but once they do, the following Monday you become active, okay? Okay, sounds good. And that's for the medical, correct? Well, with your form you only chose short-term disability, life insurance and identity theft protection. How much is the med- You didn't choose medical plan. How much is the medical? For just yourself there's three plans that you can choose from. Um, you can choose the VIP standard for \$16.78 a week, the classic for \$18.55 or the plus for \$29.24. These plans don't have copays or deductibles but they only cover each service up to a certain dollar amount and then the difference between the three is that dollar amount that they cover. Oh, okay, gotcha. Okay, no that's fine we don't have to pick that. That's fine. All right. Um, okay, so yes I might have to call you back because I cannot find it in my s- here in my phone. That's no worries, we're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time. Okay, perfect, thank you. Oh, you know what, I found it. Found it. Hello? Yes, excuse me one second, let me get back to that page here. All right. All righty, go ahead. It is 637-178350. All righty, got that down. Do you have any other questions? Uh, no. Would I be able to add my son or just one person? Oh, you can add him as well. What's his name? Yeah. Abel Junior Gonzales. And his full social? Uh, it's 862-38-4986. And date of birth? His birth year is November 13, 2013. Okay, are there any more children? No, that is also the kids I have. All righty, 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: Hello, Angela ... this is her.

Speaker speaker_2: Hi, my name is Perla, I'm calling from Benefits in a Card on behalf of your staff agency, BGSS. Oh, yes, ma'am. If I could just um... so we're processing health care enrollment forms and on your form you chose life insurance for you and y- your child or children but we did not receive any dependent information.

Speaker speaker_1: So I need to go back and add it on my...

Speaker speaker_2: Um, well if you have the information I can add it for you onto your account.

Speaker speaker_1: Oh, okay, um, okay that's fine.

Speaker speaker_2: If you give me one moment. Okay. All right. And what is the name of the child?

Speaker speaker_1: It's Leslie Gonzales.

Speaker speaker_2: Do you have her full social on hand?

Speaker speaker_1: Um, you know what, just give me one second.

Speaker speaker_2: And what's her date of birth?

Speaker speaker_1: Okay, her date of birth is going to be October 9, 2008.

Speaker speaker_2: Okay.

Speaker speaker_1: And let me see her social. I have it on my phone, so just give me one second. Okay. One second. One second. I have it in my phone. Yeah. I have it in my phone.

Speaker speaker_2: I could put all zero for the moment and then when you have it and have a chance to use the phone you can call and give it to us.

Speaker speaker_1: Okay, do you want me to give you a call back, you said?

Speaker speaker_2: That is, that is fine. As, as soon as you find it or if it's later we close at 8:00 PM Eastern Standard Time. So whenever you have that, um, have that and have a chance to call, you know, you just give us a call and provide that information.

Speaker speaker_1: Okay, sounds good. I will.

Speaker speaker_2: All righty, um, so your weekly deductions are going to be of \$7.82.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_2: It will take one to two weeks for the staff at the agency to, to start those deductions, but once they do, the following Monday you become active, okay?

Speaker speaker_1: Okay, sounds good. And that's for the medical, correct?

Speaker speaker_2: Well, with your form you only chose short-term disability, life insurance and identity theft protection.

Speaker speaker_1: How much is the med-

Speaker speaker_2: You didn't choose medical plan.

Speaker speaker_1: How much is the medical?

Speaker speaker_2: For just yourself there's three plans that you can choose from. Um, you can choose the VIP standard for \$16.78 a week, the classic for \$18.55 or the plus for \$29.24. These plans don't have copays or deductibles but they only cover each service up to a certain dollar amount and then the difference between the three is that dollar amount that they cover.

Speaker speaker_1: Oh, okay, gotcha. Okay, no that's fine we don't have to pick that. That's fine.

Speaker speaker_2: All right.

Speaker speaker_1: Um, okay, so yes I might have to call you back because I cannot find it in my s- here in my phone.

Speaker speaker_2: That's no worries, we're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay, perfect, thank you. Oh, you know what, I found it. Found it. Hello?

Speaker speaker_2: Yes, excuse me one second, let me get back to that page here.

Speaker speaker_1: All right.

Speaker speaker_2: All righty, go ahead.

Speaker speaker_1: It is 637-178350.

Speaker speaker_2: All righty, got that down. Do you have any other questions?

Speaker speaker_1: Uh, no. Would I be able to add my son or just one person?

Speaker speaker_2: Oh, you can add him as well. What's his name?

Speaker speaker_1: Yeah. Abel Junior Gonzales.

Speaker speaker_2: And his full social?

Speaker speaker_1: Uh, it's 862-38-4986.

Speaker speaker_2: And date of birth?

Speaker speaker_1: His birth year is November 13, 2013.

Speaker speaker_2: Okay, are there any more children?

Speaker speaker_1: No, that is also the kids I have.

Speaker speaker_2: All righty, thank you so much for attending my call. You have a great day.

Speaker speaker_1: You too. Bye.