

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Angela Cooper. How can I assist you? Um, they just told me I got a thing, um, a message that the call to enroll in my benefits, but I thought I'd done it before I, before I even... I'm not even for sure, but I'm thinking I'm already enrolled in it. Okay. I could definitely check on that for you. What is the name of the staff at AGC you work for? Um, A-T-C. And the last four digits of your social? One, three, nine, eight. Okay, bear with me one moment. Sorry. Bear with me just one moment. Okay. And if you could verify your address and date of birth. It's 103 Pine Lake Drive, Thomasville, Georgia 31792, and my date of birth is 6/2/'77. All righty. May I have your phone number as 565-6206? Yes, ma'am. And I have your email address as cooperangela833@gmail.com? Yes, ma'am. Okay. So, taking a look here at your account, I don't have an enrollment for you or anything pending. Do you remember when you did it or how? If it was online or onboarding. Online. Onboarding during orientation. We don't have anything on your account. Um, let me- Um, 'cause I've, um, done, um, for health, um, I've done the lowest one, and I've done dental and vision. Okay. The lowest. Okay. So you're still eligible to enroll, so I can get you enrolled, but at the moment there wasn't, there isn't anything in the system. Okay. Okay. And because it's your first time- Well, please specify who would be able to help. Yes. It's myself. Hello? Sure. What- I need your dental and vision. And then you said the lowest medical? Um, does the- Yes. ... VIP Plus sound right? It's \$31.71 a week for just yourself. Okay, the lowest one. Yes. Okay. Um, with that plan there is no copays or deductibles, but they only cover up to a certain dollar amount for each service, and then you're responsible- Okay. ... for the remainder. Okay. Okay, so for medical, dental and vision, I have, um, your weekly deductions at \$37.50. Okay. It will take one to two weeks for the staff at AGC to start those deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental and vision card in the mail. Okay. And your medical will go to your email. Okay. Okay. Your medical plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Okay. All right. If you have any questions? That's it. All righty. Thank you so much for calling. You have a great day. All right. Thank you. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: This is Angela Cooper.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, they just told me I got a thing, um, a message that the call to enroll in my benefits, but I thought I'd done it before I, before I even... I'm not even for sure, but I'm thinking I'm already enrolled in it.

Speaker speaker_0: Okay. I could definitely check on that for you. What is the name of the staff at AGC you work for?

Speaker speaker_1: Um, A-T-C.

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

Speaker speaker_1: One, three, nine, eight.

Speaker speaker_0: Okay, bear with me one moment. Sorry. Bear with me just one moment. Okay. And if you could verify your address and date of birth.

Speaker speaker_1: It's 103 Pine Lake Drive, Thomasville, Georgia 31792, and my date of birth is 6/2/'77.

Speaker speaker_0: All righty. May I have your phone number as 565-6206?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as cooperangela833@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, taking a look here at your account, I don't have an enrollment for you or anything pending. Do you remember when you did it or how? If it was online or onboarding.

Speaker speaker_1: Online. Onboarding during orientation.

Speaker speaker_0: We don't have anything on your account. Um, let me-

Speaker speaker_1: Um, 'cause I've, um, done, um, for health, um, I've done the lowest one, and I've done dental and vision.

Speaker speaker_0: Okay.

Speaker speaker_1: The lowest.

Speaker speaker_0: Okay. So you're still eligible to enroll, so I can get you enrolled, but at the moment there wasn't, there isn't anything in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And because it's your first time-

Speaker speaker_1: Well, please specify who would be able to help. Yes. It's myself.

Speaker speaker_2: Hello?

Speaker speaker_1: Sure. What-

Speaker speaker_0: I need your dental and vision. And then you said the lowest medical? Um, does the-

Speaker speaker_1: Yes.

Speaker speaker_0: ... VIP Plus sound right? It's \$31.71 a week for just yourself.

Speaker speaker_1: Okay, the lowest one. Yes.

Speaker speaker_0: Okay. Um, with that plan there is no copays or deductibles, but they only cover up to a certain dollar amount for each service, and then you're responsible-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for the remainder.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so for medical, dental and vision, I have, um, your weekly deductions at \$37.50.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take one to two weeks for the staff at AGC to start those deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental and vision card in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: And your medical will go to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Your medical plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. If you have any questions?

Speaker speaker_1: That's it.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you. Bye.