

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Houda. Who do I have the pleasure of speaking with? My name is Nellie Morteca. And how can I assist you? I needed to know if my insurance cards are ready and if you could email 'em to me- Okay, what is the company that you work for now? ... for Envision Dental. Huh? What's the name of that company that you work for? Uh, Spartan, uh, ISS. And the last four digits of your Social? 5088. All righty. 5088, give me one moment. And you said ISS? It's ISS through, uh, it's a temp agency through Spartan in Mexico. Um... Okay, here you are. And can you verify your address and date of birth for me? Yes. 210 East Highway 124, Hallsville, Missouri, 65255 and 2/25/71. All righty. And I have your phone number as 573-933-1107? Yes, ma'am. And I have your email address as morteca... uh, mortecanellie@gmail.com? Yes, ma'am. Okay, so your enrollment is still pending. How is that- And- ... when they've already taken out two payments? So if they took out the, the... So the first deduction was for the, give me one second, the term life and short-term disability. Then you changed your coverage to dental, vision and term life. So your dental and vision coverage, if they took the deduction this week, you'll become active Monday and you'll receive your cards by the end of next week. Okay. Is there any way you could email them to me on Monday? Actually, they w- won't be ready Monday. I would give it at least till Wednesday, because Monday, if we do receive the deductions, that's when they'll start making your policies and creating your cards and stuff like that. Okay. And I haven't received anything on my life insurance policy either. Um, so with that, I, I'm not sure if you would receive information. I can transfer you to APL and you can give them, um, ask them if they, if they send out something, but I'm not sure if you've received anything for that term life. Okay, it's just, you just pay it and you're covered for 25,000? Um, up until the age of 64, it's 20,000. Once, once you have up to 69, it's 15, and then when you're 70 and over, it goes down to 10. Okay, so what am I now? What am I covered for now? Um, are you, uh, uh, are you under the age of 64? Yes. All right, so that's 20,000. 20,000, and then my wife, how much is she covered for? Is she under the age of 64? Yes. So she'll be the 20,000 as well. Okay, so 20,000 apiece? Mm-hmm. All righty. Thank you very much. No problem. Would you like me to transfer you over? No, that's fine. Thank you. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: My name is Nellie Morteca.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I needed to know if my insurance cards are ready and if you could email 'em to me-

Speaker speaker_0: Okay, what is the company that you work for now?

Speaker speaker_1: ... for Envision Dental. Huh?

Speaker speaker_0: What's the name of that company that you work for?

Speaker speaker_1: Uh, Spartan, uh, ISS.

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

Speaker speaker_1: 5088.

Speaker speaker_0: All righty. 5088, give me one moment. And you said ISS?

Speaker speaker_1: It's ISS through, uh, it's a temp agency through Spartan in Mexico.

Speaker speaker_0: Um... Okay, here you are. And can you verify your address and date of birth for me?

Speaker speaker_1: Yes. 210 East Highway 124, Hallsville, Missouri, 65255 and 2/25/71.

Speaker speaker_0: All righty. And I have your phone number as 573-933-1107?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as morteca... uh, mortecanellie@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so your enrollment is still pending.

Speaker speaker_1: How is that-

Speaker speaker_0: And-

Speaker speaker_1: ... when they've already taken out two payments?

Speaker speaker_0: So if they took out the, the... So the first deduction was for the, give me one second, the term life and short-term disability. Then you changed your coverage to dental, vision and term life. So your dental and vision coverage, if they took the deduction this week, you'll become active Monday and you'll receive your cards by the end of next week.

Speaker speaker_1: Okay. Is there any way you could email them to me on Monday?

Speaker speaker_0: Actually, they w- won't be ready Monday. I would give it at least till Wednesday, because Monday, if we do receive the deductions, that's when they'll start making your policies and creating your cards and stuff like that.

Speaker speaker_1: Okay. And I haven't received anything on my life insurance policy either.

Speaker speaker_0: Um, so with that, I, I'm not sure if you would receive information. I can transfer you to APL and you can give them, um, ask them if they, if they send out something, but I'm not sure if you've received anything for that term life.

Speaker speaker_1: Okay, it's just, you just pay it and you're covered for 25,000?

Speaker speaker_0: Um, up until the age of 64, it's 20,000. Once, once you have up to 69, it's 15, and then when you're 70 and over, it goes down to 10.

Speaker speaker_1: Okay, so what am I now? What am I covered for now?

Speaker speaker_0: Um, are you, uh, uh, are you under the age of 64?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so that's 20,000.

Speaker speaker_1: 20,000, and then my wife, how much is she covered for?

Speaker speaker_0: Is she under the age of 64?

Speaker speaker_1: Yes.

Speaker speaker_0: So she'll be the 20,000 as well.

Speaker speaker_1: Okay, so 20,000 apiece?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All righty. Thank you very much.

Speaker speaker_0: No problem. Would you like me to transfer you over?

Speaker speaker_1: No, that's fine. Thank you.

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

Speaker speaker_1: You too. Bye.