

Transcript: Pearl

Rojas-6422982889095168-5365655104700416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, yes, my name is Desmond Green. I was, uh, calling... I was gonna call in to see if I can add, like if I could add, uh, my little girl on like my insurance, like dental and vision insurance and stuff. Okay. What's the name of the staff agency you work for? Uh, M-A-U Pentron. And the last four digits of your social? 1898. And you said your last name is Green? Yes. All righty. And if you can confirm your address and date of birth for me? 138 Lister Drive, 30907, 10/20/1997. Okay. What's the city and state? Augusta, Georgia. All righty. And I have your phone number as 706-394-90- uh, sorry, 394-4251? Yes. And I have your email address as desmondg2@gmail.com. Yes. All righty. And do you want to add her on to all three coverages: dental, life and vision? Yes. All righty. So that's going to bring your weekly deductions up to \$16.78. Okay. Okay. And bear with me one moment. Just to remind you, those three plans are 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 those plans. Okay? Okay. What's your daughter's name? Uh, Dor- Adore Harris. A-D-O-R-A-D-O-R-E-E, uh, apostrophe. Okay. And I'm sorry, what's the last name again? Harris. Hair? H-A-R-E? H-A-R-R-I-A. H-A-R-R-I-A? I-A. I-S. Harris. Okay. And what is her full social? Uh, let me see if I got her social. And do you know her date of birth? Yeah. January 15th. 1/16/23. She was born, she'd be two... No, she one right now, so I'd say last year. Okay. And then if you don't have the social right now, you can always give us a call back when you do have that. We won't be open tomorrow or Wednesday, but we will be Thursday and Friday. Okay. Okay. Um, it will take one to two weeks for the staff here, you see, to begin those deductions. Once they do, the following Monday, you guys become active and then later that week you receive your dental and vision cards in the mail. Okay. Do, uh, just a quick question. Do them, uh, help, does that help with her, uh, doctor's appointment or no? No, you have dental and vision coverage only. So she- Okay. You don't have any as far. Okay. All righty, is there anything else I can assist you with today? Nah, that'd be it. All righty. Thank you so much for calling. You have a great day. You too. Bye. I can...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, yes, my name is Desmond Green. I was, uh, calling... I was gonna call in to see if I can add, like if I could add, uh, my little girl on like my insurance, like dental and vision insurance and stuff.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Uh, M-A-U Pentron.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 1898.

Speaker speaker_1: And you said your last name is Green?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth for me?

Speaker speaker_2: 138 Lister Drive, 30907, 10/20/1997.

Speaker speaker_1: Okay. What's the city and state?

Speaker speaker_2: Augusta, Georgia.

Speaker speaker_1: All righty. And I have your phone number as 706-394-90- uh, sorry, 394-4251?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as desmondg2@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And do you want to add her on to all three coverages: dental, life and vision?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So that's going to bring your weekly deductions up to \$16.78.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And bear with me one moment. Just to remind you, those three plans are 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 those plans. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: What's your daughter's name?

Speaker speaker_2: Uh, Dor- Adore Harris.

Speaker speaker_1: A-D-O-R-

Speaker speaker_2: A-D-O-R-E-E, uh, apostrophe.

Speaker speaker_1: Okay. And I'm sorry, what's the last name again?

Speaker speaker_2: Harris.

Speaker speaker_1: Hair? H-A-R-E?

Speaker speaker_2: H-A-R-R-I-A.

Speaker speaker_1: H-A-R-R-I-A?

Speaker speaker_2: I-A.

Speaker speaker_1: I-S. Harris. Okay. And what is her full social?

Speaker speaker_2: Uh, let me see if I got her social .

Speaker speaker_1: And do you know her date of birth?

Speaker speaker_2: Yeah. January 15th.

Speaker speaker_1: 1/16/

Speaker speaker_2: 23. She was born, she'd be two... No, she one right now, so I'd say last year.

Speaker speaker_1: Okay. And then if you don't have the social right now, you can always give us a call back when you do have that. We won't be open tomorrow or Wednesday, but we will be Thursday and Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, it will take one to two weeks for the staff here, you see, to begin those deductions. Once they do, the following Monday, you guys become active and then later that week you receive your dental and vision cards in the mail.

Speaker speaker_2: Okay. Do, uh, just a quick question. Do them, uh, help, does that help with her, uh, doctor's appointment or no?

Speaker speaker_1: No, you have dental and vision coverage only. So she-

Speaker speaker_2: Okay.

Speaker speaker_1: You don't have any as far.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty, is there anything else I can assist you with today?

Speaker speaker_2: Nah, that'd be it.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.

Speaker speaker_2: I can...