

Transcript: Pearl

Rojas-6435001572442112-4579108488658944

Full Transcript

Good afternoon, and thank you for calling Benefits in a Card. My name is Pearl, how may I assist you? Um, Toya. And how can I assist you? I guess I'm supposed to call here to get a card, I don't know. I got the text message saying, "Welcome aboard. Call this number to get a card." I don't know. Do you work for a staffing agency? Yes. I work for Hospitality whatever Solution. HSS. Hospitality? Yes. Okay. And what are the last four digits of your social? 7245. And if you could verify your address and date of birth for me. 4038 Ursula Avenue, Apartment 17, Los Angeles, California, 90008. 7/20/1986. Okay. Can I have your phone number at 747-228-5772? Yep. Okay. So, I don't have you enrolled in anything, and you declined coverage on the base of... Oh, you declined last year. Um, that text was most likely tel- talking about the benefits that are offered through your staffing agency. They give you 30 days from the date of your first paycheck to enroll. It's not something you're obligated to have, it's just something they offer. The plans, the price depends on how many plans you choose and who you choose to cover, and it's a fee that's deducted from your check every week. Okay. Well, I didn't know that. That's for what, benefits? Yes. Healthcare. And you'll receive those messages once a week for the first 30 days. Okay. Okay, so what I'm supposed to do now? How do you delete this? I mean, if you don't want the coverage, you don't have to do anything. If you want the coverage you just have to choose your plan and get enrolled. Okay. Well, I choose the cover- the best one, I guess. Well, the best one just depends on, on your, your preferences, how you need... how much coverage you need. I can send you a b- copy of the benefit guide so you can see the plans and then they do give you 30 days from the date of your first paycheck to decide. Okay. Well, I already got my first paycheck, that's what I'm saying. I want the first one. What the... I want the best one. It just depends which- What do you guys send us paper? Which one you have? Is there anything like Platinum? I'm sorry, what was that? Anything like Platinum or the other Platinum? There's like two more other ones. No, there's not a plan that's called Platinum. There's the VIP Standard, there's Virtual Primary Care, Virtual Ear- uh, Virtual Primary Care, there's ME-C Enhanced, ME-C TeleRx. It's just there are different plans that cover different options. Okay. Yeah, VIP, but okay, you gotta send, send it through the mail? I'll send it to your email. I have T-Cha- uh, ae4805@gmail.com. I don't have that. Yeah, I don't have that anymore. Um, toyahammock@icloud.com. Okay. I'll go ahead and get that sent to you. It'll be just a couple moments while I get that sent to you. If you don't see it in your inbox, try your spam or junk folder. And then whenever you de- do decide just give us a call back and we'll get you enrolled in coverage. Okay, thank you, ma'am. Bye. No problem. Thank you for calling.

Conversation Format

Speaker speaker_0: Good afternoon, and thank you for calling Benefits in a Card. My name is Pearl, how may I assist you?

Speaker speaker_1: Um, Toya.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I guess I'm supposed to call here to get a card, I don't know. I got the text message saying, "Welcome aboard. Call this number to get a card." I don't know.

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: Yes. I work for Hospitality whatever Solution. HSS.

Speaker speaker_0: Hospitality?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_1: 7245.

Speaker speaker_2: And if you could verify your address and date of birth for me.

Speaker speaker_1: 4038 Ursula Avenue, Apartment 17, Los Angeles, California, 90008.
7/20/1986.

Speaker speaker_0: Okay. Can I have your phone number at 747-228-5772?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, I don't have you enrolled in anything, and you declined coverage on the base of... Oh, you declined last year. Um, that text was most likely tel- talking about the benefits that are offered through your staffing agency. They give you 30 days from the date of your first paycheck to enroll. It's not something you're obligated to have, it's just something they offer. The plans, the price depends on how many plans you choose and who you choose to cover, and it's a fee that's deducted from your check every week.

Speaker speaker_1: Okay. Well, I didn't know that. That's for what, benefits?

Speaker speaker_0: Yes. Healthcare. And you'll receive those messages once a week for the first 30 days.

Speaker speaker_1: Okay. Okay, so what I'm supposed to do now? How do you delete this?

Speaker speaker_0: I mean, if you don't want the coverage, you don't have to do anything. If you want the coverage you just have to choose your plan and get enrolled.

Speaker speaker_1: Okay. Well, I choose the cover- the best one, I guess.

Speaker speaker_0: Well, the best one just depends on, on your, your preferences, how you need... how much coverage you need. I can send you a b- copy of the benefit guide so you can see the plans and then they do give you 30 days from the date of your first paycheck to decide.

Speaker speaker_1: Okay. Well, I already got my first paycheck, that's what I'm saying. I want the first one. What the... I want the best one.

Speaker speaker_0: It just depends which-

Speaker speaker_1: What do you guys send us paper? Which one you have? Is there anything like Platinum?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Anything like Platinum or the other Platinum? There's like two more other ones.

Speaker speaker_0: No, there's not a plan that's called Platinum. There's the VIP Standard, there's Virtual Primary Care, Virtual Ear- uh, Virtual Primary Care, there's ME-C Enhanced, ME-C TeleRx. It's just there are different plans that cover different options.

Speaker speaker_1: Okay. Yeah, VIP, but okay, you gotta send, send it through the mail?

Speaker speaker_0: I'll send it to your email. I have T-Cha- uh, ae4805@gmail.com.

Speaker speaker_1: I don't have that. Yeah, I don't have that anymore. Um, toyahammock@icloud.com.

Speaker speaker_0: Okay. I'll go ahead and get that sent to you. It'll be just a couple moments while I get that sent to you. If you don't see it in your inbox, try your spam or junk folder. And then whenever you de- do decide just give us a call back and we'll get you enrolled in coverage.

Speaker speaker_1: Okay, thank you, ma'am. Bye.

Speaker speaker_0: No problem. Thank you for calling.