

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and who am I speaking with? My name is Brian Furbert. And how can I assist you? Um, I would like to sign up for, um, the health insurance myself and my wife, um, that's a new, new hire with Ameristaff in Eden, North Carolina. Okay, with Ameristaff. And what are the last four digits of your social? 2738. And how long have you been working with Ameristaff? Um, geez, I, I've been trying to get hired on for a couple weeks, so... Um, like in, in a sense, officially today. Okay, so they haven't sent us over your information yet, so we can do one of two things. Um, we can wait until Ameristaff sends over your information and do your enrollment then. They do give you 30 days from the date of your first paycheck to enroll and make changes, or we can create your account and enroll you today. I will need your full social name, address, date of birth, and phone number. Mm-hmm. It's just however you prefer. Okay, I prefer to do it now if it's no problem for you. Okay, there is that. And what is your full social? Okay, it's 18562 2738. All righty. And you said your name is Brian? Can you repeat your last name for me? Yeah, it's Furbert. It's spelled F-U-R-B as in boy, E-R-T. Furbert. Okay. And your address? It's 345 Wilshire Drive. That's in Eden, North Carolina. The zip is 27288. And your date of birth? August 10th, 1967. And your phone number? It's 470-435-5542. Okay, and what is your email address? Okay, it's brintkf... I'll spell it out for you. B-R-I-N-T, the letter K, the letter F, and it's @gmail.com. And do you know what you're wanting to enroll in today? Say- sorry, say that again? Do you know what you're wanting to enroll in today? Um, yeah, I want the, the, the health insurance myself, my wife, and the, the dental and vision. Okay, so dental and vision for you and your wife. And then as far as medical, there are three plans that you can choose from. The VIP Standard for you and your spouse would be \$33.47 a week. The VIP Classic is \$37.96 a week, and the Plus is \$66.56 a week. These plans don't have copays or deductibles, but they only cover up to a certain amount for each service. Um, you aren't required to see a doctor in our network. You just have to make sure your doc- uh, your, your doctor, uh, accepts this insurance. Mm-hmm. Okay, I'll take the middle plan. Okay, 37.96. All righty, and did you want to do anything else, like critical illness, group accident, life insurance, behavioral/mental health, uh, identity theft protection? Uh, no. Okay, so your weekly deductions for your dental, medical, and vision will be \$49.32. What is your spouse's name? Okay, first name is Ruby, R-U-B-Y, and, uh, Furbert. All right. And her full social? It's 94175 3186. And date of birth? It's March 4th, 1959. All righty. And if you can provide me with her email? Yeah, we can... Um, it's sweetdawn, D-A-W-N, the word always, and it's @gmail.com. Sweetdawnalways. You said sweet like candy sweet? Yes, yeah. Okay. Okay, it will take one to two weeks for, for the staff at your agency to start these deductions. Once they do, the following Monday- Mm-hmm. ... they'll make them active, and then later that week, you'll receive your dental and vision cards in the mail, and your medical will go to your email.

Okay. Do you have any questions? No, that's it. Thanks, I mean, that's it then you, you helped, and I appreciate it. All righty, thank you so much for calling. Have a great day. Okay, you as well. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and who am I speaking with?

Speaker speaker_1: My name is Brian Furbert.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I would like to sign up for, um, the health insurance myself and my wife, um, that's a new, new hire with Ameristaff in Eden, North Carolina.

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

Speaker speaker_1: 2738.

Speaker speaker_0: And how long have you been working with Ameristaff?

Speaker speaker_1: Um, geez, I, I've been trying to get hired on for a couple weeks, so... Um, like in, in a sense, officially today.

Speaker speaker_0: Okay, so they haven't sent us over your information yet, so we can do one of two things. Um, we can wait until Ameristaff sends over your information and do your enrollment then. They do give you 30 days from the date of your first paycheck to enroll and make changes, or we can create your account and enroll you today. I will need your full social name, address, date of birth, and phone number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's just however you prefer.

Speaker speaker_1: Okay, I prefer to do it now if it's no problem for you.

Speaker speaker_0: Okay, there is that. And what is your full social?

Speaker speaker_1: Okay, it's 18562 2738.

Speaker speaker_0: All righty. And you said your name is Brian? Can you repeat your last name for me?

Speaker speaker_1: Yeah, it's Furbert. It's spelled F-U-R-B as in boy, E-R-T. Furbert.

Speaker speaker_0: Okay. And your address?

Speaker speaker_1: It's 345 Wilshire Drive. That's in Eden, North Carolina. The zip is 27288.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 10th, 1967.

Speaker speaker_0: And your phone number?

Speaker speaker_1: It's 470-435-5542.

Speaker speaker_0: Okay, and what is your email address?

Speaker speaker_1: Okay, it's brintkf... I'll spell it out for you. B-R-I-N-T, the letter K, the letter F, and it's @gmail.com.

Speaker speaker_0: And do you know what you're wanting to enroll in today?

Speaker speaker_1: Say- sorry, say that again?

Speaker speaker_0: Do you know what you're wanting to enroll in today?

Speaker speaker_1: Um, yeah, I want the, the, the health insurance myself, my wife, and the, the dental and vision.

Speaker speaker_0: Okay, so dental and vision for you and your wife. And then as far as medical, there are three plans that you can choose from. The VIP Standard for you and your spouse would be \$33.47 a week. The VIP Classic is \$37.96 a week, and the Plus is \$66.56 a week. These plans don't have copays or deductibles, but they only cover up to a certain amount for each service. Um, you aren't required to see a doctor in our network. You just have to make sure your doc- uh, your, your doctor, uh, accepts this insurance.

Speaker speaker_1: Mm-hmm. Okay, I'll take the middle plan.

Speaker speaker_0: Okay, 37.96. All righty, and did you want to do anything else, like critical illness, group accident, life insurance, behavioral/mental health, uh, identity theft protection?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay, so your weekly deductions for your dental, medical, and vision will be \$49.32. What is your spouse's name?

Speaker speaker_1: Okay, first name is Ruby, R-U-B-Y, and, uh, Furbert.

Speaker speaker_0: All right. And her full social?

Speaker speaker_1: It's 94175 3186.

Speaker speaker_0: And date of birth?

Speaker speaker_1: It's March 4th, 1959.

Speaker speaker_0: All righty. And if you can provide me with her email?

Speaker speaker_1: Yeah, we can... Um, it's sweetdawn, D-A-W-N, the word always, and it's @gmail.com. Sweetdawnalways.

Speaker speaker_0: You said sweet like candy sweet?

Speaker speaker_1: Yes, yeah.

Speaker speaker_0: Okay. Okay, it will take one to two weeks for, for the staff at your agency to start these deductions. Once they do, the following Monday-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they'll make them active, and then later that week, you'll receive your dental and vision cards in the mail, and your medical will go to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that's it. Thanks, I mean, that's it then you, you helped, and I appreciate it.

Speaker speaker_0: All righty, thank you so much for calling. Have a great day.

Speaker speaker_1: Okay, you as well. Bye-bye.

Speaker speaker_0: Bye-bye.