

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? You're speaking with Jericho Hoyle. And how can I assist you? Um, so, oh, okay. Okay. Um, at first I'd like to, I'd like to ask if I can get the word right. Um, let's see. Okay. It's a congratulations job with the temp service that I just went through. Let's say if I want to be auto enrolled in M-E- MEC tel- Telerx, I guess. M-E-C-T-E-L-E-R-X. What is that? MEC? So, I mean, the M- MEC Telerx plan is a preventative health plan. Um, it's- Yeah. ... something that covers like your annual physical, some STD screenings and cancer screenings, things like that. Uh, it's something that's deducted from your check weekly. They do offer other plans 'cause this one doesn't cover you going to the doctor or ER, it just covers preventative health. They do offer- Yeah. ... other plans. The prices depend on how many plans you get and who you want to cover. Okay. Um, how much is it? Which one? Hello? Um, the health plan. That's what you told me. Ain't that what you spoke about? Health insurance? Yeah. So there's a, there's a couple different plans. The MEC plan is 16.80 a week, but they do offer medical plans where you can go to the doctor and those prices vary. Um, if you'd like, I can send you a copy of the benefit guide and it'll show you that the plans are, but it'll show you the plans that are offered, what they cover and how much they cost every week. Okay. Okay. I'd like to get- Would you like a copy of that? Yes, ma'am. I'd like that. Okay. What is your email? Um, should be Hoyle Jericho. H-O-Y-L-E J-E-R-I-C-H-O, and it should be a number two and it should be Gmail, @gmail.com. Okay. Give me one moment. Sorry. This message, this email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Do you have any questions? Hold on. Hold on. Let me make sure, make sure I gave you the right one..... Oh, yeah. Okay. And you s- No, I don't have any more questions, so I'm gonna check that out and I, I guess I go from there? Yep. You just, if you want to enroll, just give us a call back, and if not, also give us a call back so we can decline. Okay, thank you. No problem. Have a good day. All right.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: You're speaking with Jericho Hoyle.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, so, oh, okay. Okay. Um, at first I'd like to, I'd like to ask if I can get the word right. Um, let's see. Okay. It's a congratulations job with the temp service that I just went through. Let's say if I want to be auto enrolled in M-E- MEC tel- Telerx, I guess. M-E-C-T-E-L-E-R-X. What is that? MEC?

Speaker speaker_1: So, I mean, the M- MEC Telerx plan is a preventative health plan. Um, it's-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... something that covers like your annual physical, some STD screenings and cancer screenings, things like that. Uh, it's something that's deducted from your check weekly. They do offer other plans 'cause this one doesn't cover you going to the doctor or ER, it just covers preventative health. They do offer-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... other plans. The prices depend on how many plans you get and who you want to cover.

Speaker speaker_2: Okay. Um, how much is it?

Speaker speaker_1: Which one?

Speaker speaker_2: Hello? Um, the health plan. That's what you told me. Ain't that what you spoke about? Health insurance?

Speaker speaker_1: Yeah. So there's a, there's a couple different plans. The MEC plan is 16.80 a week, but they do offer medical plans where you can go to the doctor and those prices vary. Um, if you'd like, I can send you a copy of the benefit guide and it'll show you that the plans are, but it'll show you the plans that are offered, what they cover and how much they cost every week.

Speaker speaker_2: Okay. Okay. I'd like to get-

Speaker speaker_1: Would you like a copy of that?

Speaker speaker_2: Yes, ma'am. I'd like that.

Speaker speaker_1: Okay. What is your email?

Speaker speaker_2: Um, should be Hoyle Jericho. H-O-Y-L-E J-E-R-I-C-H-O, and it should be a number two and it should be Gmail, @gmail.com.

Speaker speaker_1: Okay. Give me one moment. Sorry. This message, this email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Do you have any questions?

Speaker speaker_2: Hold on. Hold on. Let me make sure, make sure I gave you the right one..... Oh, yeah. Okay. And you s- No, I don't have any more questions, so

I'm gonna check that out and I, I guess I go from there?

Speaker speaker_1: Yep. You just, if you want to enroll, just give us a call back, and if not, also give us a call back so we can decline.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Have a good day.

Speaker speaker_2: All right.