

## Transcript: Pearl

**Rojas-6668836218257408-5768814882635776**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Uh, uh, first name is Praveen, last name is Gopala Krisha. I'm sorry, what was that? Uh, first name Praveen. Last name is Gopala Krisha. Uh-huh. How can I assist you? So I just got a call, uh, from this number asking for the benefits. I'm working on SS scheme. So I'm looking for medical insurance. I'm sorry. You sound really far away. Sorry about that. I'm working on SS scheme. << Where? Medication. SSP. SSP, okay. And the last four digits of your Social? 8277. Okay. And can you verify your full Social? We don't have your address on file. Okay. Just to make sure that I have the right account. 587-99-8277. Okay, and what's your current address? 1311 Beaumont Road, Apartment Number 78, Bay Town, Texas. And here's the code? 77520. Okay. And what is your, your date of birth? 11/16/1993. Okay. And I have your phone number as 7139... uh, 713-391-6458. 59. I'm sorry. Yes, 59. 6459. Okay. And you just want to enroll in medical coverage today? Yes, medical coverage. Okay. So there's two plans you can choose from, the VIP Classic and the VIP Pro. These plans don't have copays and there's no deductibles. They only cover up to a certain dollar amount for each service. The Classic is- How much it's going to be... For that one, for VIP, how much it's going to be monthly, I mean weekly or monthly they're going to clear it? Weekly. How much it's going to be? For the Classic, it's \$22.76 a week. And for the Pro, it's \$39.18 a week. The Pro, it's g- uh, it's going to cover everything, am I right? So I don't have to pay for copayment, am I right? There is no ca- copays or deductibles, but they only cover up to a certain amount and then you're responsible for the rest. Okay, I'll go get that one. I'll go with that. The Pro? Yes, the Pro. Did you want to do anything like dental, vision, life insurance? Yeah, just put dental. Dental? And me- uh, and also, how much it's going to be like a, um, li- li- life insurance? Life insurance is \$2.08 a week. Okay, I'm going to take that one, too. Okay. So for all three plans- Then take three. Yeah, all three plan. For all three plans, it's going to be \$46.66 a week. Okay, that's fine. I take that. Okay. It'll take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday- Okay. Go ahead. Oh, sorry? Go ahead. You had a question? No, that's it. That's it. Okay. I just want to make sure that the card is going to be made? It'll take one to two weeks for the staffing agency to start making deductions. Once they do- Okay. ... the following Monday, you become active. And then later that week, you'll receive your dental card to your house and your medical will go to your email. Okay, that's fine. Thank you. Who, who would you like to put down for the life insurance? Uh, for my wife. And what is her name? Uh, Priyanka, P-R-I-Y-A-N-K-A, Priyanka. Last name? She's not here. She's in another country. She doesn't have social security, okay? She's going to be here for next year. Okay, give me one second. P-R-I-Y-A-N-A-S? N-K-A. Priyanka. Okay. And the last name? Sheeja, S-H-E-E-J-A. Sheeja. Okay. All righty. And do you have any questions? No, that's it. Good. And the coverage is just for yourself, correct?

Yeah, it's myself. All righty. Thank you so much for calling. You have a great day. Thank you. Thank you.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker\_1: Uh, uh, first name is Praveen, last name is Gopala Krisha.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: Uh, first name Praveen. Last name is Gopala Krisha.

Speaker speaker\_0: Uh-huh. How can I assist you?

Speaker speaker\_1: So I just got a call, uh, from this number asking for the benefits. I'm working on SS scheme. So I'm looking for medical insurance.

Speaker speaker\_0: I'm sorry. You sound really far away.

Speaker speaker\_1: Sorry about that. I'm working on SS scheme. <<

Speaker speaker\_0: Where?

Speaker speaker\_1: Medication. SSP.

Speaker speaker\_0: SSP, okay. And the last four digits of your Social?

Speaker speaker\_1: 8277.

Speaker speaker\_0: Okay. And can you verify your full Social? We don't have your address on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just to make sure that I have the right account.

Speaker speaker\_1: 587-99-8277.

Speaker speaker\_0: Okay, and what's your current address?

Speaker speaker\_1: 1311 Beaumont Road, Apartment Number 78, Bay Town, Texas.

Speaker speaker\_0: And here's the code?

Speaker speaker\_1: 77520.

Speaker speaker\_0: Okay. And what is your, your date of birth?

Speaker speaker\_1: 11/16/1993.

Speaker speaker\_0: Okay. And I have your phone number as 7139... uh, 713-391-6458.

Speaker speaker\_1: 59.

Speaker speaker\_0: I'm sorry. Yes, 59.

Speaker speaker\_1: 6459.

Speaker speaker\_0: Okay. And you just want to enroll in medical coverage today?

Speaker speaker\_1: Yes, medical coverage.

Speaker speaker\_0: Okay. So there's two plans you can choose from, the VIP Classic and the VIP Pro. These plans don't have copays and there's no deductibles. They only cover up to a certain dollar amount for each service. The Classic is-

Speaker speaker\_1: How much it's going to be... For that one, for VIP, how much it's going to be monthly, I mean weekly or monthly they're going to clear it?

Speaker speaker\_0: Weekly.

Speaker speaker\_1: How much it's going to be?

Speaker speaker\_0: For the Classic, it's \$22.76 a week. And for the Pro, it's \$39.18 a week.

Speaker speaker\_1: The Pro, it's g- uh, it's going to cover everything, am I right? So I don't have to pay for copayment, am I right?

Speaker speaker\_0: There is no ca- copays or deductibles, but they only cover up to a certain amount and then you're responsible for the rest.

Speaker speaker\_1: Okay, I'll go get that one. I'll go with that.

Speaker speaker\_0: The Pro?

Speaker speaker\_1: Yes, the Pro.

Speaker speaker\_0: Did you want to do anything like dental, vision, life insurance?

Speaker speaker\_1: Yeah, just put dental.

Speaker speaker\_0: Dental?

Speaker speaker\_1: And me- uh, and also, how much it's going to be like a, um, li- li- li- life insurance?

Speaker speaker\_0: Life insurance is \$2.08 a week.

Speaker speaker\_1: Okay, I'm going to take that one, too.

Speaker speaker\_0: Okay. So for all three plans-

Speaker speaker\_1: Then take three. Yeah, all three plan.

Speaker speaker\_0: For all three plans, it's going to be \$46.66 a week.

Speaker speaker\_1: Okay, that's fine. I take that.

Speaker speaker\_0: Okay. It'll take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Oh, sorry?

Speaker speaker\_0: Go ahead. You had a question?

Speaker speaker\_1: No, that's it. That's it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I just want to make sure that the card is going to be made?

Speaker speaker\_0: It'll take one to two weeks for the staffing agency to start making deductions. Once they do-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the following Monday, you become active. And then later that week, you'll receive your dental card to your house and your medical will go to your email.

Speaker speaker\_1: Okay, that's fine. Thank you.

Speaker speaker\_0: Who, who would you like to put down for the life insurance?

Speaker speaker\_1: Uh, for my wife.

Speaker speaker\_0: And what is her name?

Speaker speaker\_1: Uh, Priyanka, P-R-I-Y-A-N-K-A, Priyanka.

Speaker speaker\_0: Last name?

Speaker speaker\_1: She's not here. She's in another country. She doesn't have social security, okay? She's going to be here for next year.

Speaker speaker\_0: Okay, give me one second. P-R-I-Y-A-N-A-S?

Speaker speaker\_1: N-K-A. Priyanka.

Speaker speaker\_0: Okay. And the last name?

Speaker speaker\_1: Sheeja, S-H-E-E-J-A. Sheeja.

Speaker speaker\_0: Okay. All righty. And do you have any questions?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Good. And the coverage is just for yourself, correct?

Speaker speaker\_1: Yeah, it's myself.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. Thank you.