

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yes, ma'am. My name is Saurabh Kumar Patel. And how can I assist you? I need to update my, um, insurance benefits. Uh, I want to take some off. Okay. What's the name of the staffing agency you work for? Uh, MAU. And the last four digits of your social? 1963. All right. And if you can verify your address and date of birth. My address is 435 Victoria Heights Drive, Dallas, Georgia 30132. And what was the other thing? Date of birth. Uh, July 3rd, 1988. Okay. And I have your phone number as 513-84... I'm sorry, 4806. It's, it should be 315, not 513. Oh. Yeah, 31... So, 315-4806. Yes. Okay. All right. And what... 'Cause I do have a pending enrollment for... Let's see. I have a pending enrollment for dental, vision, and then the MEC Enhanced, which is preventive health, and Medical on 1. And you're wanting to take off some stuff? Yeah. W- what are my benefits, uh, right now? Dental, vision, medical, and preventative health. The, the Enhanced, right? Yes, the MEC Enhanced. Okay. Yes. Uh, I wanted to take off vision. Okay. So you just want dental and the MEC Enhanced? Yes. For you and your spouse, correct? Yes. Yes. So, dental and the MEC Enhanced. You said dental and the MEC Enhanced, correct? Yes. Okay. So that brings your weekly deductions down to \$51.25. All right. Right. It does take one to two weeks for the staffing agency to start making deduction, or to, well, yeah, to start making those deductions. Once they do, the following month you're active, and then later that week you'll receive your dental card in the mail. And your medical will go to your email, and then your preventative health will go to your residence as well. Okay. Do you have any more questions? All right. Yes. No, ma'am. Thank you. All right. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Yes, ma'am. My name is Saurabh Kumar Patel.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I need to update my, um, insurance benefits. Uh, I want to take some off.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 1963.

Speaker speaker_0: All righty. And if you can verify your address and date of birth.

Speaker speaker_1: My address is 435 Victoria Heights Drive, Dallas, Georgia 30132. And what was the other thing?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Uh, July 3rd, 1988.

Speaker speaker_0: Okay. And I have your phone number as 513-84... I'm sorry, 4806.

Speaker speaker_1: It's, it should be 315, not 513.

Speaker speaker_0: Oh. Yeah, 31... So, 315-4806.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. And what... 'Cause I do have a pending enrollment for... Let's see. I have a pending enrollment for dental, vision, and then the MEC Enhanced, which is preventive health, and Medical on 1. And you're wanting to take off some stuff?

Speaker speaker_1: Yeah. W- what are my benefits, uh, right now?

Speaker speaker_0: Dental, vision, medical, and preventative health.

Speaker speaker_1: The, the Enhanced, right?

Speaker speaker_0: Yes, the MEC Enhanced.

Speaker speaker_1: Okay. Yes. Uh, I wanted to take off vision.

Speaker speaker_0: Okay. So you just want dental and the MEC Enhanced?

Speaker speaker_1: Yes.

Speaker speaker_0: For you and your spouse, correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: So, dental and the MEC Enhanced. You said dental and the MEC Enhanced, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So that brings your weekly deductions down to \$51.25.

Speaker speaker_1: All right.

Speaker speaker_0: Right. It does take one to two weeks for the staffing agency to start making deduction, or to, well, yeah, to start making those deductions. Once they do, the following month you're active, and then later that week you'll receive your dental card in the

mail. And your medical will go to your email, and then your preventative health will go to your residence as well.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any more questions?

Speaker speaker_1: All right. Yes. No, ma'am. Thank you.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.