

Transcript: Pearl

Rojas-4514202323566592-5899370431037440

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. Hmm. What other person am I speaking with? David Merritt. And how can I assist you? Um, yes, I need to... I want to add to my benefits. You're going to add to your benefits, okay. And what's the name of the staffing agency you work for? WorkSmart. And the last four digits of your social? 7239. I'm sorry, you said your name is David Rick? Yes, ma'am, David Merritt, M-E-R-R-I-T-T. Do you have another last name? Merritt. Do you have another one or it's just Merritt? No, ma'am. Just Merritt. What is your date of birth? June 15th, 1971. How long have you been working with WorkSmart? This is my third week. I don't seem to have an account for you. Um, what is- Okay, what- what do I need-... Ma'am? What is your social security- They told me... I just... 255-23-7239. Okay, here we are. Okay, I put in the last four of your social wrong. All right, and can you confirm your address and date of birth? Excuse me? Your address and date of birth. Uh, my address is 10 Spanish Moss Drive, Decorah, Georgia 30577. My birthday is June 15th, 1971. I have a different address on file. You have a what? A different address on file. I don't know how. Let me see. Okay, is it... Okay, I think we just have actually the... So it's Court, not Drive? No, it's Drive, not Court. Oh, okay, so you said 10 Mo- Spanish Moss Drive? Yes, ma'am. Okay. And I have your phone number as 706-244-9505? Yes, ma'am. And I have your email address as merritt david123@gmail.com? Right. Okay. And do you know what you're wanting to enroll in today? Yes, ma'am. Okay, great. I want, uh, dental for- I want dental for myself, vision for myself, and term life for myself. Okay, so that brings your weekly deductions to \$8.17. Okay. Okay, it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week, you'll receive your dental and vision card in the mail. Who would you like to place as a beneficiary for that term life? Uh, my son, Jayden McDaniel. Okay, bear with me. Jayden McDaniel. Alrighty. Do you have any questions? Is that... And I automatically get enrolled in health insurance, right? It adds automatically, right? No, sir, you would have to, um, pick a plan. They told me I would automatically be enrolled in the health. So the med-... If you don't choose your own plans, you're, uh, and don't decline, you're automatically enrolled in a plan. But since you are choosing plans, it won't automatically enroll you to that- to that medical. Okay, well, let me get medical, too. Okay. There are... There are two plans that you can choose from, VIP Classic, that is \$20.06 a week, or the VIP Basic, which is \$16.68 a week. The difference between the two is the dollar amount that they cover for each service. Which one's the best? Um, the VIP Classic covers at a... The highest dollar amount, but it's just up to you. I guess I'll take that one. Okay, so that, your dental, vision and term life will be \$28.23 a week. Okay, that's not bad. Okay. And then your medical card will go to your email the week after your first deduction. Okay. That's fine. Do you have any questions? No, ma'am, that's all.

I- I appreciate you here. No problem. Thank you so much for calling. You have a great day. Yeah, you too. Yep. All right, bye-bye.

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. Hmm. What other person am I speaking with?

Speaker speaker_2: David Merritt.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yes, I need to... I want to add to my benefits.

Speaker speaker_1: You're going to add to your benefits, okay. And what's the name of the staffing agency you work for?

Speaker speaker_2: WorkSmart.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 7239.

Speaker speaker_1: I'm sorry, you said your name is David Rick?

Speaker speaker_2: Yes, ma'am, David Merritt, M-E-R-R-I-T-T.

Speaker speaker_1: Do you have another last name?

Speaker speaker_2: Merritt.

Speaker speaker_1: Do you have another one or it's just Merritt?

Speaker speaker_2: No, ma'am. Just Merritt.

Speaker speaker_1: What is your date of birth?

Speaker speaker_2: June 15th, 1971.

Speaker speaker_1: How long have you been working with WorkSmart?

Speaker speaker_2: This is my third week.

Speaker speaker_1: I don't seem to have an account for you. Um, what is-

Speaker speaker_2: Okay, what- what do I need... Ma'am?

Speaker speaker_1: What is your social security-

Speaker speaker_2: They told me... I just... 255-23-7239.

Speaker speaker_1: Okay, here we are. Okay, I put in the last four of your social wrong. All right, and can you confirm your address and date of birth?

Speaker speaker_2: Excuse me?

Speaker speaker_1: Your address and date of birth.

Speaker speaker_2: Uh, my address is 10 Spanish Moss Drive, Decorah, Georgia 30577. My birthday is June 15th, 1971.

Speaker speaker_1: I have a different address on file.

Speaker speaker_2: You have a what?

Speaker speaker_1: A different address on file.

Speaker speaker_2: I don't know how.

Speaker speaker_1: Let me see. Okay, is it... Okay, I think we just have actually the... So it's Court, not Drive?

Speaker speaker_2: No, it's Drive, not Court.

Speaker speaker_1: Oh, okay, so you said 10 Mo- Spanish Moss Drive?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And I have your phone number as 706-244-9505?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as merrittdavid123@gmail.com?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. And do you know what you're wanting to enroll in today?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, great.

Speaker speaker_2: I want, uh, dental for- I want dental for myself, vision for myself, and term life for myself.

Speaker speaker_1: Okay, so that brings your weekly deductions to \$8.17.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week, you'll receive your dental and vision card in the mail. Who would you like to place as a beneficiary for that term life?

Speaker speaker_2: Uh, my son, Jayden McDaniel.

Speaker speaker_1: Okay, bear with me. Jayden McDaniel. Alrighty. Do you have any questions?

Speaker speaker_2: Is that... And I automatically get enrolled in health insurance, right? It adds automatically, right?

Speaker speaker_1: No, sir, you would have to, um, pick a plan.

Speaker speaker_2: They told me I would automatically be enrolled in the health.

Speaker speaker_1: So the med-... If you don't choose your own plans, you're, uh, and don't decline, you're automatically enrolled in a plan. But since you are choosing plans, it won't automatically enroll you to that- to that medical.

Speaker speaker_2: Okay, well, let me get medical, too.

Speaker speaker_1: Okay. There are... There are two plans that you can choose from, VIP Classic, that is \$20.06 a week, or the VIP Basic, which is \$16.68 a week. The difference between the two is the dollar amount that they cover for each service.

Speaker speaker_2: Which one's the best?

Speaker speaker_1: Um, the VIP Classic covers at a... The highest dollar amount, but it's just up to you.

Speaker speaker_2: I guess I'll take that one.

Speaker speaker_1: Okay, so that, your dental, vision and term life will be \$28.23 a week.

Speaker speaker_2: Okay, that's not bad.

Speaker speaker_1: Okay. And then your medical card will go to your email the week after your first deduction.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am, that's all. I- I appreciate you here.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Yeah, you too.

Speaker speaker_1: Yep.

Speaker speaker_2: All right, bye-bye.