

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 the pleasure to speak with? My name is Jean. How are you doing? I'm good. And yourself? Okay. Uh, uh, you guys sent me a, a, a text message, um, talking about, um, an a-benefit from Superior Skilled Trades, Benefit in a Card. I, I don't know exactly what, what, what was that. Uh, can I, can I have more explanation please? Okay. So, um, um, Superior Skilled Trades is s- uh, moving over to a new healthcare administrator for their healthcare coverage. They offer medical, dental, vision, short-term disability, things like that. Um, if you had coverage with your previous... with the previous agency, the coverage has been transferred over to Benefits in a Card, and you'll be enrolled in the closest coverage to what you had previously. If you weren't enrolled in coverage, if you do not have healthcare through SSP, um, you do have until the 30th of this month to enroll, choose any plans, add any dependents, things like that, um, and that's what they're just letting you know that, that benefit are offered and you have until end of the month to, to enroll if you're wanting to. It's not something you have to have, but they do offer it, and it's something that's taken from your check every week. Okay. That's for your, for your skilled trades, you guy do that for? Yes. Okay. I never received my card. Can I give you my address and I can send you my card for me? That benefit, you got dental in it and everything? Well, they're all separate plans, so you would have to sep- sign up for them separately. I don't know. I spoke to a girl. She, she told me, and I, and I, and I... You guys, you guys sent me a card, my, my benefit card and everything. I never even seen that card, but I'm not home right now. I am in Mississippi right now working for you guys. Okay. What is your email? What is the last four digits of your social? 1932. And your name? My name is Jean Georges de Haiti. Okay. If you can confirm your physical address, your, your... I'm sorry, your mailing address and your date of birth. My mailing address, uh, uh, uh, right now? Let me give it to you. Where you, where you live. Not where you're working, but where you actually live. Oh, I live... I, I used to live on 6610-6610 Delavigne in Providence. You know what I mean? I don't live there anymore. Where... Do you hear me? Yes. Confirm your date of birth for me and then we can change your address. 03/11/1974. Okay. And your phone number is 401-368-3461? Correct. And I have your phone... uh, your email address as your first name, Gerald, your last name @gmail.com? This is Gerald. This is gerald.g@com. Okay. Um, and, and what is your new address? The one I'm at right now is, uh, 620 Highway, 620 Highway, 82 West. All righty. And the city and state? Greenwood, Mississippi. All righty. Okay. I got that information. Greenwood, Mississippi. The, the, the, the pin is 38930. Okay. I got that information changed in the system. So I'll go ahead and request your card be sent to there. It will take seven to ten business days, but I'll get them sent to you, okay? Oh, I'll get that card sent to you. All right. Thank you, ma'am. Thanks a lot. No problem. Thank you for calling. You have a great day. 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 the pleasure to speak with?

Speaker speaker_1: My name is Jean. How are you doing?

Speaker speaker_0: I'm good. And yourself?

Speaker speaker_1: Okay. Uh, uh, you guys sent me a, a, a text message, um, talking about, um, an a-benefit from Superior Skilled Trades, Benefit in a Card. I, I don't know exactly what, what, what was that. Uh, can I, can I have more explanation please?

Speaker speaker_0: Okay. So, um, um, Superior Skilled Trades is s- uh, moving over to a new healthcare administrator for their healthcare coverage. They offer medical, dental, vision, short-term disability, things like that. Um, if you had coverage with your previous... with the previous agency, the coverage has been transferred over to Benefits in a Card, and you'll be enrolled in the closest coverage to what you had previously. If you weren't enrolled in coverage, if you do not have healthcare through SSP, um, you do have until the 30th of this month to enroll, choose any plans, add any dependents, things like that, um, and that's what they're just letting you know that, that benefit are offered and you have until end of the month to, to enroll if you're wanting to. It's not something you have to have, but they do offer it, and it's something that's taken from your check every week.

Speaker speaker_1: Okay. That's for your, for your skilled trades, you guy do that for?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. I never received my card. Can I give you my address and I can send you my card for me? That benefit, you got dental in it and everything?

Speaker speaker_0: Well, they're all separate plans, so you would have to sep- sign up for them separately.

Speaker speaker_1: I don't know. I spoke to a girl. She, she told me, and I, and I, and I... You guys, you guys sent me a card, my, my benefit card and everything. I never even seen that card, but I'm not home right now. I am in Mississippi right now working for you guys.

Speaker speaker_0: Okay. What is your email? What is the last four digits of your social?

Speaker speaker_1: 1932.

Speaker speaker_0: And your name?

Speaker speaker_1: My name is Jean Georges de Haiti.

Speaker speaker_0: Okay. If you can confirm your physical address, your, your... I'm sorry, your mailing address and your date of birth.

Speaker speaker_1: My mailing address, uh, uh, uh, right now? Let me give it to you.

Speaker speaker_0: Where you, where you live. Not where you're working, but where you actually live.

Speaker speaker_1: Oh, I live... I, I used to live on 6610-6610 Delavigne in Providence. You know what I mean? I don't live there anymore. Where... Do you hear me?

Speaker speaker_0: Yes. Confirm your date of birth for me and then we can change your address.

Speaker speaker_1: 03/11/1974.

Speaker speaker_0: Okay. And your phone number is 401-368-3461?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your phone... uh, your email address as your first name, Gerald, your last name @gmail.com?

Speaker speaker_1: This is Gerald. This is gerald.g@com.

Speaker speaker_0: Okay. Um, and, and what is your new address?

Speaker speaker_1: The one I'm at right now is, uh, 620 Highway, 620 Highway, 82 West.

Speaker speaker_0: All righty. And the city and state?

Speaker speaker_1: Greenwood, Mississippi.

Speaker speaker_0: All righty.

Speaker speaker_1: Okay.

Speaker speaker_0: I got that information.

Speaker speaker_1: Greenwood, Mississippi. The, the, the, the pin is 38930.

Speaker speaker_0: Okay. I got that information changed in the system. So I'll go ahead and request your card be sent to there. It will take seven to ten business days, but I'll get them sent to you, okay? Oh, I'll get that card sent to you.

Speaker speaker_1: All right. Thank you, ma'am. Thanks a lot.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: Bye. Bye-bye.