

Transcript: Pearl

Rojas-4587785499885568-5601626018988032

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? Hey, Pearl. My name is Anna. I'm calling from APL. How are you? I'm good. And yourself? I'm doing good. Um, I have a member that I'm trying to help on the other line. Um, I have her employer, and I have her name and her social. Um, I don't see a policy here for her, but I don't know... I'm trying to see if y'all do. Um, if not, I'll get her over to you. Um- Can you just confirm, is she the, the policy holder or is she the dependent? Yeah. She's the policy holder. Okay. You can put it through. I have to verify anyways. Okay. Um, hold on one moment, okay? Okay. Hello, Stephanie? Hello, Stephanie? Yes. Hello? Hey. Thanks so much for holding. I have Pearl on the line and she'll be assisting you further, okay? Okay. Thank you so much. You're very welcome. Hello, Miss Stephanie. My name is Pearl. I'm with Benefits in a Card, and the agent was telling me that she couldn't find your account. Yes. Uh, yeah, I just need her help finding out, like, um, my... If I have dental and, like, what the information for that is. Okay. And you are the policy holder, correct? You're not a, a dependent on the account? Eh, no. I, I would be- I'm sorry, you're breaking up really bad. What was that? Hello? Hello? I'm sorry. You're really static-y. What was that? I have it through my employer. Okay. What is the name of the company you work for? Serge. And the last four digits of your social? 6973. Okay. And if you can verify your address and date of birth. Uh, 3304 KEMP Street and 428-2000. And what's the city and state? Uh, North Las Vegas, Nevada. Can I have your phone number at 702-888-6273? Yes, correct. All righty. And I have your email address as four X's, staff50@gmail.com? Yes. Okay, so you... The reason why they weren't able to find you, get your information is because you're currently not enrolled in dental. Okay. How can I get enrolled? So you would either have to have a qualified life event occur, which is something like marriage, divorce, birth of a child, um, adoption of a child, involuntary loss of coverage elsewhere, or turning age of 18, or wait until company open enrollment which is in mid-August. Okay. Thank you so much. I appreciate your help. No problem. Thank you for calling. Have a great day.

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: Hey, Pearl. My name is Anna. I'm calling from APL. How are you?

Speaker speaker_0: I'm good. And yourself?

Speaker speaker_1: I'm doing good. Um, I have a member that I'm trying to help on the other line. Um, I have her employer, and I have her name and her social. Um, I don't see a policy here for her, but I don't know... I'm trying to see if y'all do. Um, if not, I'll get her over to you. Um-

Speaker speaker_0: Can you just confirm, is she the, the policy holder or is she the dependent?

Speaker speaker_1: Yeah. She's the policy holder.

Speaker speaker_0: Okay. You can put it through. I have to verify anyways.

Speaker speaker_1: Okay. Um, hold on one moment, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Hello, Stephanie? Hello, Stephanie?

Speaker speaker_2: Yes. Hello?

Speaker speaker_1: Hey. Thanks so much for holding. I have Pearl on the line and she'll be assisting you further, okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're very welcome.

Speaker speaker_0: Hello, Miss Stephanie. My name is Pearl. I'm with Benefits in a Card, and the agent was telling me that she couldn't find your account.

Speaker speaker_2: Yes. Uh, yeah, I just need her help finding out, like, um, my... If I have dental and, like, what the information for that is.

Speaker speaker_0: Okay. And you are the policy holder, correct? You're not a, a dependent on the account?

Speaker speaker_2: Eh, no. I, I would be-

Speaker speaker_0: I'm sorry, you're breaking up really bad. What was that? Hello?

Speaker speaker_2: Hello?

Speaker speaker_0: I'm sorry. You're really static-y. What was that?

Speaker speaker_2: I have it through my employer.

Speaker speaker_0: Okay. What is the name of the company you work for?

Speaker speaker_2: Serge.

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

Speaker speaker_2: 6973.

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

Speaker speaker_2: Uh, 3304 KEMP Street and 428-2000.

Speaker speaker_0: And what's the city and state?

Speaker speaker_2: Uh, North Las Vegas, Nevada.

Speaker speaker_0: Can I have your phone number at 702-888-6273?

Speaker speaker_2: Yes, correct.

Speaker speaker_0: All righty. And I have your email address as four X's, staff50@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, so you... The reason why they weren't able to find you, get your information is because you're currently not enrolled in dental.

Speaker speaker_2: Okay. How can I get enrolled?

Speaker speaker_0: So you would either have to have a qualified life event occur, which is something like marriage, divorce, birth of a child, um, adoption of a child, involuntary loss of coverage elsewhere, or turning age of 18, or wait until company open enrollment which is in mid-August.

Speaker speaker_2: Okay. Thank you so much. I appreciate your help.

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