

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudson. Who now has the pleasure of speaking with? Uh, this is, uh, Steven Lopez. And how can I assist you? Uh, I got a text message, uh, about enrolling. Okay. Do you work for a staffing agency? Uh, h- hold on one sec. What was that? Do you work for a staffing agency? Yes, ma'am. For which one? Carlton Staffing. Carlton Staffing. Okay, so Carlton offers healthcare benefits to their employees: medical, dental, vision, short-term disability, that kind of stuff. Um... Okay. Th- the price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check every week. With Carlton Staffing, if you don't decline, um, before your first paycheck, they process the auto enrollment right after. Okay. So, um, if I do this, uh, I'll be able to have, uh, insurance is what you're saying? Ho- health care benefits? Yes. Okay. All right. What, what do I do next? Okay, so you said you work for Carlton. What is the last four digits of your social? 9131. 9131. Bear with me one moment. Let's see. All right. And if you can verify your address and date of birth. Uh, 450 Eldorado Boulevard, Galveston, Texas 77598. And you want to say my phone number? Date of birth. Oh, date of birth? May 27, '88. Can I have your phone number that's 832-284-3191? Yes. Can I have your email address at the lopez_oesteven@yahoo.com? Yeah, that's it. All righty. Where's my... Okay, so looks like you're already auto enrolled into that MBC TelRx plan. Oh, okay. Um, you can enroll to, into other plans if you wanna do like medical, dental, vision, short debilit- dis- disability, anything like that. Um, but at the moment, your, your enrollment is pending for that preventative health plan. It's pending to what? It's pending. Oh, okay. So just wait. Yes, it's just... We're just waiting to receive the deductions. Okay. All right. Well, thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudson. Who now has the pleasure of speaking with?

Speaker speaker_1: Uh, this is, uh, Steven Lopez.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I got a text message, uh, about enrolling.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: Uh, h- hold on one sec. What was that?

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For which one?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: Carlton Staffing. Okay, so Carlton offers healthcare benefits to their employees: medical, dental, vision, short-term disability, that kind of stuff. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Th- the price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check every week. With Carlton Staffing, if you don't decline, um, before your first paycheck, they process the auto enrollment right after.

Speaker speaker_1: Okay. So, um, if I do this, uh, I'll be able to have, uh, insurance is what you're saying?

Speaker speaker_0: Ho- health care benefits? Yes.

Speaker speaker_1: Okay. All right. What, what do I do next?

Speaker speaker_0: Okay, so you said you work for Carlton. What is the last four digits of your social?

Speaker speaker_1: 9131.

Speaker speaker_0: 9131. Bear with me one moment. Let's see. All right. And if you can verify your address and date of birth.

Speaker speaker_1: Uh, 450 Eldorado Boulevard, Galveston, Texas 77598. And you want to say my phone number?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Oh, date of birth? May 27, '88.

Speaker speaker_0: Can I have your phone number that's 832-284-3191?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address at the lopez_oesteven@yahoo.com?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: All righty. Where's my... Okay, so looks like you're already auto enrolled into that MBC TelRx plan.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, you can enroll to, into other plans if you wanna do like medical, dental, vision, short debilit- dis- disability, anything like that. Um, but at the moment, your, your enrollment is pending for that preventative health plan.

Speaker speaker_1: It's pending to what?

Speaker speaker_0: It's pending.

Speaker speaker_1: Oh, okay. So just wait.

Speaker speaker_0: Yes, it's just... We're just waiting to receive the deductions.

Speaker speaker_1: Okay. All right. Well, thank you so much.

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

Speaker speaker_1: You too.