

## Transcript: Pearl

**Rojas-4613989138481152-5881544582938624**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl WhoTheFuckIsSpeakingWith. Hello, uh, my name is Brian Lopez. And how can I assist you? Um, I wanted to ... if I could enroll in the Benefits, uh, uh, program. Okay. And what's the name of the staff at EBC you work for? Uh, they're called, uh, The Resource. All right. And the last four digits of your Social? Uh, 04- Hello? Hello? Give me, uh, give me a second. Can you hear me? Yes. All right, one second. Uh, the last four is, uh, 8751. And I'm sorry, what is your name? Uh, Brian Lopez Carranza. All righty. And if you can verify your address and date of birth for me. Yes. Uh, 516 Villa Drive. And you said zip code? Your date of birth. Oh, date of birth. Uh, 02/02/1996. All righty. And I have your phone number as 336-782-5856? Correct. And I have your email address as brianlopezmotos@gmail.com? Yeah, that's mine. Yep. All righty. And do you know what you're wanting to enroll in today? Um, well, what, what were the packages that you guys, uh, have or at least the, you know, which, uh... Because I wasn't able to, um, log into my, uh, thing, um, on the online. Um, so I had to, uh, I had to go through the, through the office and see if they can help me log in. Um, I, I wasn't able to see the packages that you guys have. Okay, so everything is separate, medical, dental, vision, short-term disability. Everything is separate. Um, there are two medical plans you can choose from, M- uh, VIP Classic for \$18.55 and then the VIP Basic for \$15.50. These plans don't have copays or deductibles. They only cover up to a certain dollar amount. Um, and the difference between the two is the amount that they pay for each service. Okay. Um, well, yeah, the, um, that one sounds fine, the VIP, um, the, what was it, VIP what? It's the VIP Classic for \$18.55 or the VIP Basic for \$15.50. Yeah, the \$18.55 one. Okay, are you trying to do anything else, like dental, vision, short-term disability, life insurance? Um, yeah, vision, um, dental. Vision and dental. And this coverage is just for yourself? Um, yes, yeah. All righty. And did you want to do anything else? Preventative health, behavioral health, added on death protection? Um, no, no. All righty. So your weekly deductions are going to be of \$23.92. Okay. It will take one to two weeks for the staff at EBC to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your, um, your vision and dental card in the mail, and your medical will go to your email. Okay, perfect. Do you have any questions? Uh, no, ma'am. Thank you very much. All righty. Thank you so much for calling. You have a great day. You bet.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl WhoTheFuckIsSpeakingWith.

Speaker speaker\_1: Hello, uh, my name is Brian Lopez.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I wanted to ... if I could enroll in the Benefits, uh, uh, program.

Speaker speaker\_0: Okay. And what's the name of the staff at EBC you work for?

Speaker speaker\_1: Uh, they're called, uh, The Resource.

Speaker speaker\_0: All right. And the last four digits of your Social?

Speaker speaker\_1: Uh, 04-

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hello? Give me, uh, give me a second. Can you hear me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right, one second. Uh, the last four is, uh, 8751.

Speaker speaker\_0: And I'm sorry, what is your name?

Speaker speaker\_1: Uh, Brian Lopez Carranza.

Speaker speaker\_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker\_1: Yes. Uh, 516 Villa Drive. And you said zip code?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Oh, date of birth. Uh, 02/02/1996.

Speaker speaker\_0: All righty. And I have your phone number as 336-782-5856?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as brianlopezmotos@gmail.com?

Speaker speaker\_1: Yeah, that's mine. Yep.

Speaker speaker\_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker\_1: Um, well, what, what were the packages that you guys, uh, have or at least the, you know, which, uh... Because I wasn't able to, um, log into my, uh, thing, um, on the online. Um, so I had to, uh, I had to go through the, through the office and see if they can help me log in. Um, I, I wasn't able to see the packages that you guys have.

Speaker speaker\_0: Okay, so everything is separate, medical, dental, vision, short-term disability. Everything is separate. Um, there are two medical plans you can choose from, M-uh, VIP Classic for \$18.55 and then the VIP Basic for \$15.50. These plans don't have copays or deductibles. They only cover up to a certain dollar amount. Um, and the difference between the two is the amount that they pay for each service.

Speaker speaker\_1: Okay. Um, well, yeah, the, um, that one sounds fine, the VIP, um, the, what was it, VIP what?

Speaker speaker\_0: It's the VIP Classic for \$18.55 or the VIP Basic for \$15.50.

Speaker speaker\_1: Yeah, the \$18.55 one.

Speaker speaker\_0: Okay, are you trying to do anything else, like dental, vision, short-term disability, life insurance?

Speaker speaker\_1: Um, yeah, vision, um, dental.

Speaker speaker\_0: Vision and dental. And this coverage is just for yourself?

Speaker speaker\_1: Um, yes, yeah.

Speaker speaker\_0: All righty. And did you want to do anything else? Preventative health, behavioral health, added on death protection?

Speaker speaker\_1: Um, no, no.

Speaker speaker\_0: All righty. So your weekly deductions are going to be of \$23.92.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It will take one to two weeks for the staff at EBC to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your, um, your vision and dental card in the mail, and your medical will go to your email.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Uh, no, ma'am. Thank you very much.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You bet.