

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Yolanda Anderson. And how can I assist you? Uh, I was gonna, I was gonna sign... I'm already enrolled with y'all. I'm trying to see, do y'all have a short-term disability? Um, short-term disability is offered with what is the name of yours? Huh? Short-term disability is offered with most staffing agencies. What is the name of your staffing agency? It's ATP. And the last four digits of your Social? 8823. All righty. And if you can confirm your address and date of birth. My date of birth is December the 30th, 1979. My address is 2665 Farnell, that's F-A-R-N-E-L-L, Drive. Zip code is 36605. I need to have your phone number as 277-6665. Yes. And I have your email address as, uh, ronishontay94@gmail.com? Yes. All righty. And you said you just wanted to add on that short-term disability? Yeah. Okay. Bear with me one moment, please. You're on a brief hold. Mm-hmm. Thank you so much for holding, Mrs. Anderson. So, right now- All right. ... you're currently enrolled in the VIP program, which is \$43.41. And you're- Uh-huh. ... adding on, you're adding on short-term disability for \$5.18. So that brings- Uh-huh. ... your weekly deductions up to \$48.59. Okay. Your short-term- Now? ... coverage won't become active until the sixth... Hello? I'm here. Your short-term disability coverage won't become active until the 6th of January, and your deductions will begin one or two weeks before that. Okay. All right, thank you. All right. Uh, give me one moment. I'm sorry. So- Okay. And then just, just a reminder, your, your medical coverage is under that restriction from the IRS Section 125. After open enrollment, you won't be able to cancel or change that plan, okay? Okay. All righty. Is there anything else I can assist you with? That'll be all. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. 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: This is Yolanda Anderson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I was gonna, I was gonna sign... I'm already enrolled with y'all. I'm trying to see, do y'all have a short-term disability?

Speaker speaker_0: Um, short-term disability is offered with what is the name of yours?

Speaker speaker_1: Huh?

Speaker speaker_0: Short-term disability is offered with most staffing agencies. What is the name of your staffing agency?

Speaker speaker_1: It's ATP.

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

Speaker speaker_1: 8823.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: My date of birth is December the 30th, 1979. My address is 2665 Farnell, that's F-A-R-N-E-L-L, Drive. Zip code is 36605.

Speaker speaker_0: I need to have your phone number as 277-6665.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as, uh, ronishontay94@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And you said you just wanted to add on that short-term disability?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Bear with me one moment, please. You're on a brief hold.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you so much for holding, Mrs. Anderson. So, right now-

Speaker speaker_1: All right.

Speaker speaker_0: ... you're currently enrolled in the VIP program, which is \$43.41. And you're-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... adding on, you're adding on short-term disability for \$5.18. So that brings-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... your weekly deductions up to \$48.59.

Speaker speaker_1: Okay.

Speaker speaker_0: Your short-term-

Speaker speaker_1: Now?

Speaker speaker_0: ... coverage won't become active until the sixth... Hello?

Speaker speaker_1: I'm here.

Speaker speaker_0: Your short-term disability coverage won't become active until the 6th of January, and your deductions will begin one or two weeks before that.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: All right. Uh, give me one moment. I'm sorry. So-

Speaker speaker_1: Okay.

Speaker speaker_0: And then just, just a reminder, your, your medical coverage is under that restriction from the IRS Section 125. After open enrollment, you won't be able to cancel or change that plan, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I can assist you with?

Speaker speaker_1: That'll be all.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.