

Transcript: Pearl

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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? Hi. This is Annette Smith and... I have medical through you guys, but I had a couple questions. Okay. Like what? Um... Well, I wanna add- I wanted to see how much it was to add the vision insurance to it? I work through Surge. Uh... Okay. What are the last four digits of your social? 8174. And your address and date of birth? It's 670 Fairgrounds Road, Mount Vernon, Ohio, and date of birth is 5/6/70. All righty. And I have your phone number as 740-326-8997? Yes, ma'am. And I have your email address as sanette072@gmail.com? Yes. Okay, so... Okay, so, the vision plan is... uh, \$2.15 a week. Okay. But you can only add on plans and coverage within 30 days of receiving your first paycheck or during company open enrollment, which for Surge is in aug- is in August. So, I can't add anything to my insurance right now? No, ma'am. Oh my goodness. Okay. And another question: how... what kind of dental plan do you have as well? And the reason I'm asking is because I've already had all my teeth pulled but I have to have this type of surgery for the bottom, my bottom, uh, gum before I can even do dentures. I can't even wear my bottom ones. So, it's like a surgery that has, has to be done? Yes. I, I don't believe, um... I don't believe that they even cover surgeries like that. They don't even cover... it doesn't cover non, uh... it doesn't cover surgical extractions either. Um, but the plan is- I don't have, I don't... I was gonna say, I don't have to do extractions, that's already completely done. Mm-hmm. Um, the plan is \$4.17 a week. I can transfer you over to them and you can see if the, if that's something that's covered and then when open enrollment opens up you can decide whether you want it or not. Um, but- Okay. ... it is 4 cents a week. Okay. Is there anything else I can assist you with? Um... Oh, and no, no, 'cause I already have my medical, so... All righty. Thank you so much for calling. I'm gonna transfer you now. All right. Thank you. Bye-bye.

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: Hi. This is Annette Smith and... I have medical through you guys, but I had a couple questions.

Speaker speaker_0: Okay. Like what?

Speaker speaker_1: Um... Well, I wanna add- I wanted to see how much it was to add the vision insurance to it? I work through Surge. Uh...

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

Speaker speaker_1: 8174.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: It's 670 Fairgrounds Road, Mount Vernon, Ohio, and date of birth is 5/6/70.

Speaker speaker_0: All righty. And I have your phone number as 740-326-8997?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as sanette072@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so... Okay, so, the vision plan is... uh, \$2.15 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: But you can only add on plans and coverage within 30 days of receiving your first paycheck or during company open enrollment, which for Surge is in aug- is in August.

Speaker speaker_1: So, I can't add anything to my insurance right now?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Oh my goodness. Okay. And another question: how... what kind of dental plan do you have as well? And the reason I'm asking is because I've already had all my teeth pulled but I have to have this type of surgery for the bottom, my bottom, uh, gum before I can even do dentures. I can't even wear my bottom ones.

Speaker speaker_0: So, it's like a surgery that has, has to be done?

Speaker speaker_1: Yes.

Speaker speaker_0: I, I don't believe, um... I don't believe that they even cover surgeries like that. They don't even cover... it doesn't cover non, uh... it doesn't cover surgical extractions either. Um, but the plan is-

Speaker speaker_1: I don't have, I don't... I was gonna say, I don't have to do extractions, that's already completely done.

Speaker speaker_0: Mm-hmm. Um, the plan is \$4.17 a week. I can transfer you over to them and you can see if the, if that's something that's covered and then when open enrollment opens up you can decide whether you want it or not. Um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it is 4 cents a week.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Um... Oh, and no, no, 'cause I already have my medical, so...

Speaker speaker_0: All righty. Thank you so much for calling. I'm gonna transfer you now.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Bye-bye.