

## **Transcript: Pearl**

**Rojas-4744191933464576-5631274243899392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who did I have the pleasure of speaking with? Hi. Good afternoon. My name is Aniya Stones. And how can I assist you Ms. Stones? Um, I just got a message around 12:00 that says, um, "Congratulations on your job at ATC. You have 30 days from your first paycheck to enroll. Call your Benefits in a Card at the number to enroll before your window is closed." Okay. So ATC gives their, their, offers their, uh- Mm-hmm. ... employees healthcare benefits. Mm-hmm. So things like dental, vision, medical, stuff like that. Mm-hmm. Uh, the price depends on how many plans you choose and who you want to cover. And it's a business, they deduct from your check every week. Okay. Um, I would like the dental and vision. Okay. Fair. Um, I do have a son as well. Okay. He's two years old. His birthday is July, uh, 13th, 2022. Okay. Bear with me one moment. Okay. And you said you work for the ATC? Yes. And what are the last four digits of your social? 9674. And if you can confirm your address and date of birth. Um, give me one second. I just, uh, moved. I'm sorry. Mm-hmm. Uh, 20, uh, 2317 Bentonia, spelled B-e-e-n-t-o-n-i-a, Court District Heights, Maryland, 20747. And your date of birth? 12/12/2000. Okay. And now your phone number as 247-22-8487? Yes. I have your email address as aniya\_stones13@gmail.com? 15. 15, what's- You said 15 or 13? I have three emails. 13. 13. Yes, that's right. Okay. And you said you wanted to do dental and vision for you and your son? Yes. Okay. So that brings your weekly deductions to \$14.56. Okay. That's perfect. Okay. It does take one to two weeks for the staff at the agency to start making deductions. Mm-hmm. Once they do, the following Monday it has become active and then later that week you receive both cards in the mail. Okay. I repeat, your son's name? Davario Magruder. Spelled D-A-V-A-R-I-O M-A-G-R-U-D-E-R. Okay. Full social? Ooh. Uh, uh, where is that card? Uh, give me one second. Um, 862-88-6730. All righty. And date of birth you said? 07/13/22. All righty. Well, I think I have all the information in the system. Do you have any questions? Um, um, would they be able to tell me what specific location will, um, accept our dental and visual, vision card? Or do I have to call around first? On the card it's... Nope, uh, on the card when you receive it, there's gonna be phone numbers- Mm-hmm. ... on each card that say find a provider. Okay. And you'll call that number and you'll get a list, or you can go on the website that's also on the card and, um, see a list for, uh, visually. Okay. Perfect, perfect. That's great. Um, no, I don't have any more... No, no, la-la-la. I don't have any more questions for you. All righty. Thank you so much for calling. Okay. You have a great day. Thank you. I appreciate you for your help. Have a good one. Okay. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who did I have the pleasure of speaking with?

Speaker speaker\_2: Hi. Good afternoon. My name is Aniya Stones.

Speaker speaker\_1: And how can I assist you Ms. Stones?

Speaker speaker\_2: Um, I just got a message around 12:00 that says, um, "Congratulations on your job at ATC. You have 30 days from your first paycheck to enroll. Call your Benefits in a Card at the number to enroll before your window is closed."

Speaker speaker\_1: Okay. So ATC gives their, their, offers their, uh-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... employees healthcare benefits.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So things like dental, vision, medical, stuff like that.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Uh, the price depends on how many plans you choose and who you want to cover. And it's a business, they deduct from your check every week.

Speaker speaker\_2: Okay. Um, I would like the dental and vision.

Speaker speaker\_1: Okay. Fair.

Speaker speaker\_2: Um, I do have a son as well.

Speaker speaker\_1: Okay.

Speaker speaker\_2: He's two years old. His birthday is July, uh, 13th, 2022.

Speaker speaker\_1: Okay. Bear with me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you said you work for the ATC?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what are the last four digits of your social?

Speaker speaker\_2: 9674.

Speaker speaker\_1: And if you can confirm your address and date of birth.

Speaker speaker\_2: Um, give me one second. I just, uh, moved. I'm sorry.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, 20, uh, 2317 Bentonia, spelled B-e-e-n-t-o-n-i-a, Court District Heights, Maryland, 20747.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/12/2000.

Speaker speaker\_1: Okay. And now your phone number as 247-22-8487?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I have your email address as aniya\_stones13@gmail.com?

Speaker speaker\_2: 15.

Speaker speaker\_1: 15, what's-

Speaker speaker\_2: You said 15 or 13? I have three emails.

Speaker speaker\_1: 13.

Speaker speaker\_2: 13. Yes, that's right.

Speaker speaker\_1: Okay. And you said you wanted to do dental and vision for you and your son?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So that brings your weekly deductions to \$14.56.

Speaker speaker\_2: Okay. That's perfect.

Speaker speaker\_1: Okay. It does take one to two weeks for the staff at the agency to start making deductions.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Once they do, the following Monday it has become active and then later that week you receive both cards in the mail.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I repeat, your son's name?

Speaker speaker\_2: Davario Magruder. Spelled D-A-V-A-R-I-O M-A-G-R-U-D-E-R.

Speaker speaker\_1: Okay. Full social?

Speaker speaker\_2: Ooh. Uh, uh, where is that card? Uh, give me one second. Um, 862-88-6730.

Speaker speaker\_1: All righty. And date of birth you said?

Speaker speaker\_2: 07/13/22.

Speaker speaker\_1: All righty. Well, I think I have all the information in the system. Do you have any questions?

Speaker speaker\_2: Um, um, would they be able to tell me what specific location will, um, accept our dental and visual, vision card? Or do I have to call around first?

Speaker speaker\_1: On the card it's... Nope, uh, on the card when you receive it, there's gonna be phone numbers-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... on each card that say find a provider.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you'll call that number and you'll get a list, or you can go on the website that's also on the card and, um, see a list for, uh, visually.

Speaker speaker\_2: Okay. Perfect, perfect. That's great. Um, no, I don't have any more... No, no, la-la-la. I don't have any more questions for you.

Speaker speaker\_1: All righty. Thank you so much for calling.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You have a great day.

Speaker speaker\_2: Thank you. I appreciate you for your help. Have a good one.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Bye-bye.