

Transcript: Pearl

Rojas-4789246102126592-5729518034141184

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 does and what was I speaking with? My name is Michael Johnson. And how can I assist you, Mr. Johnson? Uh, y'all gave me a call about, uh, my benefits are at Wagner. Okay. And what is the last four digits of your Social? 8188. And can you verify your address and date of birth for me? Uh, 0919 1966 1360 Mills Cove Drive, Covington North. All righty. And I have your phone number as 470-971-8720. That's correct. I have you email at mj.ej7u at gmail.com. Correct. All righty. So yes, it looks like we gave you a call back on the 21st of this month. Um, we received an enrollment form for you for healthcare coverage, where you chose coverage but then you also chose not to participate. So we're just... they were just calling to see whether you wanted coverage or not. I want coverage. I just need the dental coverage. Okay. So you want to do, do just dental? Just dental. That's it. All right. So dental is \$3.38 a week. That will be your weekly deductions. Is that fine? Yes. That's fine. All righty. It will take one to two weeks for the Department of DGC to start those deductions. Once they do, the following Monday you become active and then later that week you'll receive your card in your... in the mail. All right. Thank you. Thank you for calling. Have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and what was I speaking with?

Speaker speaker_2: My name is Michael Johnson.

Speaker speaker_1: And how can I assist you, Mr. Johnson?

Speaker speaker_2: Uh, y'all gave me a call about, uh, my benefits are at Wagner.

Speaker speaker_1: Okay. And what is the last four digits of your Social?

Speaker speaker_2: 8188.

Speaker speaker_1: And can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 0919 1966 1360 Mills Cove Drive, Covington North.

Speaker speaker_1: All righty. And I have your phone number as 470-971-8720.

Speaker speaker_2: That's correct.

Speaker speaker_1: I have you email at mj.ej7u at gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. So yes, it looks like we gave you a call back on the 21st of this month. Um, we received an enrollment form for you for healthcare coverage, where you chose coverage but then you also chose not to participate. So we're just... they were just calling to see whether you wanted coverage or not.

Speaker speaker_2: I want coverage. I just need the dental coverage.

Speaker speaker_1: Okay. So you want to do, do just dental?

Speaker speaker_2: Just dental. That's it.

Speaker speaker_1: All right. So dental is \$3.38 a week. That will be your weekly deductions. Is that fine?

Speaker speaker_2: Yes. That's fine.

Speaker speaker_1: All righty. It will take one to two weeks for the Department of DGC to start those deductions. Once they do, the following Monday you become active and then later that week you'll receive your card in your... in the mail.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you for calling. Have a great day.