

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? Uh, yes, my name is Shawneece Chandler and I was just calling because, um, I'm getting a job through you, uh, through you guys, through, uh, Search. And, um, I was trying to get, like, benefits and stuff for me and my wife. Okay, and what is the last four digits of your Social? 2320. All righty, and repeat your name for me. Shawneece Chandler. All right, I need you to verify your actual date of birth. It's 11-13-1994. Hey, we are 1117, no. And your address? Oh, sweet. It's 70 Timberwood Drive, Warrenton, VA 24112. All righty. And I have your phone number as, uh, 276-252-3939. Yes. I have your email address as shawneecechandler2019@icloud.com. Yes. Bear with me one moment. And you said it's for you and your wife? Yes. All righty, and do you know what you're wanting to enroll in today? Um, well... Can you hear me? Yes. Um, I need... it's gonna be this... Uh, I know, uh, I didn't get to see what y'all had to enroll in. I don't, I don't really know what I want to Okay, if you'd like I can send you a copy of the benefit guide. That's going to show you the plans that are offered, how much they cover for each service, and what they cost a week, depending on, uh, who you cover. I'm sorry, could you repeat that? If you'd like I can send you a copy of the benefit guide. It's going to show the plans that are offered, how much they cover for each service, and what it'll cost a week. Okay, yeah, it's gonna be fine. Okay. That's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in the inbox, check the spam or junk folder, okay? Okay. Can you send it, um, now, or... I'm gonna send it over right now, so it should just be there in a couple minutes. You do have up to 30 days from the date of your first paycheck to enroll, okay? Oh, so I gotta wait till my first paycheck to enroll? No, you have... From your paycheck, you have 30 days to do it. If you wait 31 days after your first paycheck, you won't be eligible to enroll. So, it doesn't matter if it's before your first paycheck, as long as it's not after 30 days from receiving it. Oh, okay, okay. All righty. Is there anything else I can assist you with? No, ma'am. So, uh, after I look at this, I can just give you a call back, or do it online or something, or... Yep, you can do it online at mybiac.com/search, or you can give us a call over the phone. We're here until 8:00 PM Eastern Standard Time. Can you do... Can you say that, uh, online thing again? So it's www.mybiac.com/search. Okay. And then you'll just click on where it says Enroll/Decline Coverage and register there. Then you'll be able to select the plan. Okay, thank you. No problem. Thank you so much for calling. You have a great day. All right, 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: Uh, yes, my name is Shawniece Chandler and I was just calling because, um, I'm getting a job through you, uh, through you guys, through, uh, Search. And, um, I was trying to get, like, benefits and stuff for me and my wife.

Speaker speaker_0: Okay, and what is the last four digits of your Social?

Speaker speaker_1: 2320.

Speaker speaker_0: All righty, and repeat your name for me.

Speaker speaker_1: Shawniece Chandler.

Speaker speaker_0: All right, I need you to verify your actual date of birth.

Speaker speaker_1: It's 11-13-1994.

Speaker speaker_2: Hey, we are 1117, no.

Speaker speaker_0: And your address?

Speaker speaker_2: Oh, sweet.

Speaker speaker_1: It's 70 Timberwood Drive, Warrenton, VA 24112.

Speaker speaker_0: All righty. And I have your phone number as, uh, 276-252-3939.

Speaker speaker_1: Yes.

Speaker speaker_0: I have your email address as shawniecechandler2019@icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Bear with me one moment. And you said it's for you and your wife?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty, and do you know what you're wanting to enroll in today?

Speaker speaker_1: Um, well... Can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, I need... it's gonna

Speaker speaker_3: Is this...

Speaker speaker_1: Uh, I know, uh, I didn't get to see what y'all had to enroll in. I don't, I don't really know what I want to

Speaker speaker_3: Okay, if you'd like I can send you a copy of the benefit guide. That's going to show you the plans that are offered, how much they cover for each service, and what they cost a week, depending on, uh, who you cover.

Speaker speaker_1: I'm sorry, could you repeat that?

Speaker speaker_3: If you'd like I can send you a copy of the benefit guide. It's going to show the plans that are offered, how much they cover for each service, and what it'll cost a week.

Speaker speaker_1: Okay, yeah, it's gonna be fine.

Speaker speaker_3: Okay. That's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in the inbox, check the spam or junk folder, okay?

Speaker speaker_1: Okay. Can you send it, um, now, or...

Speaker speaker_3: I'm gonna send it over right now, so it should just be there in a couple minutes. You do have up to 30 days from the date of your first paycheck to enroll, okay?

Speaker speaker_1: Oh, so I gotta wait till my first paycheck to enroll?

Speaker speaker_3: No, you have... From your paycheck, you have 30 days to do it. If you wait 31 days after your first paycheck, you won't be eligible to enroll. So, it doesn't matter if it's before your first paycheck, as long as it's not after 30 days from receiving it.

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_3: All righty. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am. So, uh, after I look at this, I can just give you a call back, or do it online or something, or...

Speaker speaker_3: Yep, you can do it online at mybiac.com/search, or you can give us a call over the phone. We're here until 8:00 PM Eastern Standard Time.

Speaker speaker_1: Can you do... Can you say that, uh, online thing again?

Speaker speaker_3: So it's www.mybiac.com/search.

Speaker speaker_1: Okay.

Speaker speaker_3: And then you'll just click on where it says Enroll/Decline Coverage and register there. Then you'll be able to select the plan.

Speaker speaker_1: Okay, thank you.

Speaker speaker_3: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right, bye-bye.