

Transcript: Pearl

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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 Luton, and this is what you're speaking with. How are you doing, Miss Pearl? This is Christian Torres. And how can I assist you? Yes, ma'am. I was trying to know about my package deal for the benefits. Um, I'm trying to see if I have dental, medical and vision. I'm just trying to have an idea of what I have. Okay. What's the name of the staffing agency you work for? Clarkson Staffing. And the last four digits of your social? 2021. All righty. And if you can provide me with your address and date of birth. Yes, ma'am. It'll be 712 5 Month Drive, Apartment 6-9 at Houston, Texas. Zip code 77018. And what else you say you needed? Your date of birth. September 13th, 1992. All righty. And I have your phone number as 419-0558. Yes, ma'am. Can I have your email address as christian.torres1549@icloud.com? Yes. All right. So currently you're only enrolled in preventative health. You don't have medical, dental or vision. So what is that one? The one you're talking about? That one is just preventative services like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. You are still in your time- And- You're still in the timeframe where you can add medical, dental and vision, but at the moment you don't have it. Okay. And can I add dental in there? Yeah. Vision I don't need. Okay. So just dental? Yes, ma'am. Okay. So if you add dental, your weekly deductions are gonna go up to \$19.64. That's fine. Okay. It will take one to two weeks for the staffing agency to adjust your deductions. Once you see the new deductions, then following Monday you'll become active and then later that week you'll receive your card in the mail. Okay. And d- can you pick, like, premium? Or... Uh, 'cause I would like to have the premium dental instead of the basic. So with dental, there's only one dental plan. Okay. And how much would... How much does it cover just to ask, like, is it \$2,000 a year or? That plan covers \$500 a year. \$500 a year? Mm-hmm. Okay, cool. Okay. That plan is also under- Well, thank you then. Sorry. That plan is also under a reg- Go ahead. No, that plan is also under a regulation from the IRS called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Okay? Okay. Do you have any questions? No, ma'am. That was it. Thank you for- You said on the first one, quick- Huh? Quickly on the first one, just to go get a physical, blood work and, like, to basically see how you're doing? Yeah. So your annual physicals, your shots, um, the STD screenings, cancer screenings. Stuff like that. Okay. Thank you, ma'am. No problem. 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.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luton, and this is what you're speaking with.

Speaker speaker_2: How are you doing, Miss Pearl? This is Christian Torres.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, ma'am. I was trying to know about my package deal for the benefits. Um, I'm trying to see if I have dental, medical and vision. I'm just trying to have an idea of what I have.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Clarkson Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 2021.

Speaker speaker_1: All righty. And if you can provide me with your address and date of birth.

Speaker speaker_2: Yes, ma'am. It'll be 712 5 Month Drive, Apartment 6-9 at Houston, Texas. Zip code 77018. And what else you say you needed?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: September 13th, 1992.

Speaker speaker_1: All righty. And I have your phone number as 419-0558.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email address as christian.torres1549@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So currently you're only enrolled in preventative health. You don't have medical, dental or vision.

Speaker speaker_2: So what is that one? The one you're talking about?

Speaker speaker_1: That one is just preventative services like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. You are still in your time-

Speaker speaker_2: And-

Speaker speaker_1: You're still in the timeframe where you can add medical, dental and vision, but at the moment you don't have it.

Speaker speaker_2: Okay. And can I add dental in there?

Speaker speaker_1: Yeah.

Speaker speaker_2: Vision I don't need.

Speaker speaker_1: Okay. So just dental?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So if you add dental, your weekly deductions are gonna go up to \$19.64.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. It will take one to two weeks for the staffing agency to adjust your deductions. Once you see the new deductions, then following Monday you'll become active and then later that week you'll receive your card in the mail.

Speaker speaker_2: Okay. And d- can you pick, like, premium? Or... Uh, 'cause I would like to have the premium dental instead of the basic.

Speaker speaker_1: So with dental, there's only one dental plan.

Speaker speaker_2: Okay. And how much would... How much does it cover just to ask, like, is it \$2,000 a year or?

Speaker speaker_1: That plan covers \$500 a year.

Speaker speaker_2: \$500 a year?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: Okay. That plan is also under-

Speaker speaker_2: Well, thank you then.

Speaker speaker_1: Sorry. That plan is also under a reg-

Speaker speaker_2: Go ahead.

Speaker speaker_1: No, that plan is also under a regulation from the IRS called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am. That was it.

Speaker speaker_1: Thank you for-

Speaker speaker_2: You said on the first one, quick-

Speaker speaker_1: Huh?

Speaker speaker_2: Quickly on the first one, just to go get a physical, blood work and, like, to basically see how you're doing?

Speaker speaker_1: Yeah. So your annual physicals, your shots, um, the STD screenings, cancer screenings. Stuff like that.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.