

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 speaking with? Isaac Rodriguez. And how can I assist you, Mr. Rodriguez? Uh, yes. I'm trying to enroll onto the... Well, I, I got a text message saying that I was automatically enrolled on my benefits, uh, through a staffing agency. Are you... I'm trying to add the family, my family to it. Okay. What's the name of the staffing agency you work for? It'll be Carlson Staffing Agency. Carlson Staffing? Okay. And what are the last four digits of your social? 9385. Okay. Give me one sec. Okay. And if you can confirm your address and date of birth? 2622 Royal Place Court, Houston, Texas 77088. 04/27/1988. Okay. And I have your phone number as 713-367-4520- 4559? 455... Yeah, yeah. 4559. That's mine. All righty. And I have your email address as isaac828390@gmail.com? Yes. Correct. All right. Let's take a look here. So I do have a pending enrollment for you for the MEC Telrx. And did you want to just keep that plan only and add your family to it or did you want to add on, on any other plans? Um, the... What... Y'all have, like, what, two, two or three tiers of them, right? Um, so there's a couple different medical plans and, um, other plans that are offered. If you'd like, I can send you a copy of the guide that has all the plans in it so you can choose. You do- Yeah. ... have until the s- the 31st of January to en- to make changes. Oh, okay. Okay. So I... Okay. Okay. All right. Cool. That's what... That's... That was my next question. Okay. So this em- email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And then there are... It's gonna be a PDF, so you're gonna scroll all the way down to the bottom of the email and click on the PDF. It's gonna show you all the plans that are offered, um, how much would be deducted a week, and then how much, um, what is, uh, what is covered, like how much is covered for each plan. Yes. I think, um... I think I had that somewhere. Um... Let me see. Oh, no. This is not it. Yeah. I, I wanted to add the, I guess, the platinum. The platinum which plan? Um, on the... Let me see. On the medical. I guess I gotta, uh, go through this again, right, and, and call back, call y'all back once I'm ready? Yes. If you just call back once you know which plans you're wanting to enroll in, and then we will need your, the dependents. So whoever you're gonna add on will need their, um, name, full social and date of birth. Oh, okay. You need social? Yeah. So name, social and date of birth? Yes. Okay. I don't have that, so okay. Thank you then. No problem. Thank you so much for calling. Have a great day. Okay. Thank you.

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 speaking with?

Speaker speaker_2: Isaac Rodriguez.

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

Speaker speaker_2: Uh, yes. I'm trying to enroll onto the... Well, I, I got a text message saying that I was automatically enrolled on my benefits, uh, through a staffing agency. Are you... I'm trying to add the family, my family to it.

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

Speaker speaker_2: It'll be Carlson Staffing Agency.

Speaker speaker_1: Carlson Staffing? Okay. And what are the last four digits of your social?

Speaker speaker_2: 9385.

Speaker speaker_1: Okay. Give me one sec. Okay. And if you can confirm your address and date of birth?

Speaker speaker_2: 2622 Royal Place Court, Houston, Texas 77088. 04/27/1988.

Speaker speaker_1: Okay. And I have your phone number as 713-367-4520- 4559?

Speaker speaker_2: 455... Yeah, yeah. 4559. That's mine.

Speaker speaker_1: All righty. And I have your email address as isaac828390@gmail.com?

Speaker speaker_2: Yes. Correct.

Speaker speaker_1: All right. Let's take a look here. So I do have a pending enrollment for you for the MEC Telrx. And did you want to just keep that plan only and add your family to it or did you want to add on, on any other plans?

Speaker speaker_2: Um, the... What... Y'all have, like, what, two, two or three tiers of them, right?

Speaker speaker_1: Um, so there's a couple different medical plans and, um, other plans that are offered. If you'd like, I can send you a copy of the guide that has all the plans in it so you can choose. You do-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... have until the s- the 31st of January to en- to make changes.

Speaker speaker_2: Oh, okay. Okay. So I... Okay. Okay. All right. Cool. That's what... That's... That was my next question.

Speaker speaker_1: Okay. So this em- email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And then there are... It's gonna be a PDF, so you're gonna scroll all the way down to the bottom of the email and click on the PDF. It's gonna show you all the plans that are offered, um, how much

would be deducted a week, and then how much, um, what is, uh, what is covered, like how much is covered for each plan.

Speaker speaker_2: Yes. I think, um... I think I had that somewhere. Um... Let me see. Oh, no. This is not it. Yeah. I, I wanted to add the, I guess, the platinum.

Speaker speaker_1: The platinum which plan?

Speaker speaker_2: Um, on the... Let me see. On the medical. I guess I gotta, uh, go through this again, right, and, and call back, call y'all back once I'm ready?

Speaker speaker_1: Yes. If you just call back once you know which plans you're wanting to enroll in, and then we will need your, the dependents. So whoever you're gonna add on will need their, um, name, full social and date of birth.

Speaker speaker_2: Oh, okay. You need social?

Speaker speaker_1: Yeah.

Speaker speaker_2: So name, social and date of birth?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. I don't have that, so okay. Thank you then.

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

Speaker speaker_2: Okay. Thank you.