

## **Transcript: Pearl**

**Rojas-5079414915252224-4771226181484544**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, would I speak with Miss Pate, please? This is her. Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staff at EGC Hospitality Staffing Solutions. Mm-hmm. Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms today, and on your form you chose vision coverage for employee plus spouse, but we did not receive any dependent information. So we're just calling to see if you needed that coverage for you and your spouse, or just yourself. Um, just myself. Okay. So with that and the other options you chose, your weekly deductions are going to be at \$39.21. Can I, can I, like, take some... Can I take, can I take something off? Of course. You en- you enrolled in standard, the VIP standard, which is medical, dental, vision, preventative health, and behavioral health. Can I just, um, sign up for dental? Okay, just dental. So that may bring your weekly deductions to \$3.38. That's fine. Okay. Um, do you have any questions? Uh, no, ma'am. Thank you so much for c- for attending my call. 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, would I speak with Miss Pate, please?

Speaker speaker\_2: This is her.

Speaker speaker\_1: Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staff at EGC Hospitality Staffing Solutions.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms today, and on your form you chose vision coverage for employee plus spouse, but we did not receive any dependent information. So we're just calling to see if you needed that coverage for you and your spouse, or just yourself.

Speaker speaker\_2: Um, just myself.

Speaker speaker\_1: Okay. So with that and the other options you chose, your weekly deductions are going to be at \$39.21.

Speaker speaker\_2: Can I, can I, like, take some... Can I take, can I take something off?

Speaker speaker\_1: Of course. You en- you enrolled in standard, the VIP standard, which is medical, dental, vision, preventative health, and behavioral health.

Speaker speaker\_2: Can I just, um, sign up for dental?

Speaker speaker\_1: Okay, just dental. So that may bring your weekly deductions to \$3.38.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Okay. Um, do you have any questions?

Speaker speaker\_2: Uh, no, ma'am.

Speaker speaker\_1: Thank you so much for c- for attending my call. You have a great day.

Speaker speaker\_2: You too.