

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Could I have the pleasure of speaking with- This is, uh, Marquis Miller. And how can I assist you? Hello? And how can I assist you? I'm sorry, I... Hello? Hello? Hello? Hello? I'm sorry. My phone had went out. How can I assist you? Um, well, I got a message saying I need to call back about my benefit, whatever, I picked the wrong package or something. I see. Because I got my kid or my spouse. They don't... It's still a... I don't know what it says. My name is- You with an agency? Sorry. I'm sorry. You go ahead. The name of this, any agency you work for? Uh, MAU. And the last four digits of your Social? 1453. Okay. 3rd floor. All righty. Hmm. Can you repeat your name for me? Marquis Miller. Okay. Can you confirm your address and date of birth? Um, 9/19/82. Bear with me one moment. Can you confirm your address and da- your address? 1328 R- uh, White Oak Street, Rolltown, Georgia, 30813. Okay, and I, and I have your phone number as 979-0467. Yes. And your email address is miller.marquis@yahoo.com? Yep. Okay, take a look here. Okay. So yes, it looks like, uh, you, when you filled out your form, instead of putting the child in the child spot, you put your spouse. Mm-hmm. Um, and then you chose two plans that can be chosen together. You chose a plan that's just preventative health, and then you chose another plan that's preventive health plus medical in one. Um, so we're just calling to clarify those, those details. Um... Oh. Yeah, hold on. It's supposed to be me and my son, but that's it. Oh. I guess I clicked on something else. Okay, so that information is for your son. Okay, so as far as the two plans that you chose, did you want to do the preventive health plan for \$13.38 with your medical plan that you chose for \$26.14 or just do the one plan that has preventive health and medical in one for \$41.95 a week? Uh, one for \$26 a month. Okay, so the two plans separately. All righty. So at the moment, you do have an out-of-date hire date. So before we can enroll you, we do have to perform what's called an eligibility review. Um, this is just our agency contacting your... Our, our main office contacting your agency to confirm that you are eligible, eligible to enroll. Once they confirm that, um, that you are eligible, you'll be enrolled in the plan that you selected. Um... Mm-hmm. And then you'll be contacted to let you know that you were enrolled in and all the other details. All right. Do you have any questions? No, ma'am. That's it. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Could I have the pleasure of speaking with-

Speaker speaker_1: This is, uh, Marquis Miller.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm sorry, I... Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: Hello? Hello? I'm sorry. My phone had went out.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, well, I got a message saying I need to call back about my benefit, whatever, I picked the wrong package or something.

Speaker speaker_0: I see.

Speaker speaker_1: Because I got my kid or my spouse. They don't... It's still a... I don't know what it says. My name is-

Speaker speaker_0: You with an agency?

Speaker speaker_1: Sorry. I'm sorry. You go ahead.

Speaker speaker_0: The name of this, any agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 1453.

Speaker speaker_2: Okay. 3rd floor.

Speaker speaker_0: All righty. Hmm. Can you repeat your name for me?

Speaker speaker_1: Marquis Miller.

Speaker speaker_0: Okay. Can you confirm your address and date of birth?

Speaker speaker_1: Um, 9/19/82.

Speaker speaker_0: Bear with me one moment. Can you confirm your address and da- your address?

Speaker speaker_1: 1328 R- uh, White Oak Street, Rolltown, Georgia, 30813.

Speaker speaker_0: Okay, and I, and I have your phone number as 979-0467.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email address is miller.marquis@yahoo.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, take a look here. Okay. So yes, it looks like, uh, you, when you filled out your form, instead of putting the child in the child spot, you put your spouse.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then you chose two plans that can be chosen together. You chose a plan that's just preventative health, and then you chose another plan that's preventive health plus medical in one. Um, so we're just calling to clarify those, those details. Um...

Speaker speaker_2: Oh. Yeah, hold on.

Speaker speaker_1: It's supposed to be me and my son, but that's it.

Speaker speaker_0: Oh.

Speaker speaker_1: I guess I clicked on something else.

Speaker speaker_0: Okay, so that information is for your son. Okay, so as far as the two plans that you chose, did you want to do the preventive health plan for \$13.38 with your medical plan that you chose for \$26.14 or just do the one plan that has preventive health and medical in one for \$41.95 a week?

Speaker speaker_1: Uh, one for \$26 a month.

Speaker speaker_0: Okay, so the two plans separately. All righty. So at the moment, you do have an out-of-date hire date. So before we can enroll you, we do have to perform what's called an eligibility review. Um, this is just our agency contacting your... Our, our main office contacting your agency to confirm that you are eligible, eligible to enroll. Once they confirm that, um, that you are eligible, you'll be enrolled in the plan that you selected. Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then you'll be contacted to let you know that you were enrolled in and all the other details.

Speaker speaker_1: All right.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.