

## **Transcript: Pearl**

**Rojas-5205114579369984-5886698341056512**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who is this you're speaking with? Um, Elizabeth Murray. And how can I assist you? Um, I was told to call, uh, for insurance through my job. Okay, and what's the name of the staff agency you work for? Surge. And the last four digits of your social? 9022. All right. And if you can confirm your address and date of birth? 225 Lincoln Court, Cardington, Ohio, 11687. And your phone number is 567-378-5201? Yes. And I have your email address as bethhardingray@gmail.com? Yes. Ready, and take a look here. Okay, you are eligible to enroll in coverage. Did you know which one you want to enroll in today? Um, just basic medical coverage. Okay, so Surge offers two medical plans. They're called VIP Standard and VIP Classic. Neither of these plans have copays or deductibles, but they only cover up to a set dollar amount, and then you're responsible for the remainder of the bill. The VIP Standard is \$17.63 a week, and the VIP Classic is \$19.53 a week. Um, do the 19. Okay, and the coverage is just for yourself, correct? Yeah. All right, and did you want to do anything e- else, like dental, vision, short-term disability, life insurance? Um, how, how much higher is it to add, uh, vision? It would be an additional \$2.15 a week. Okay, I'll do vision. Okay. So with vision and your medical, your weekly deductions would be \$21.68. That's fine. Okay, it will take one to two weeks for the staff at AGC to start making these deductions. Once they do, the following Monday, you become active, and then later that week, you'll receive your vision card in the mail, and your medical will go to your email. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who is this you're speaking with?

Speaker speaker\_1: Um, Elizabeth Murray.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I was told to call, uh, for insurance through my job.

Speaker speaker\_0: Okay, and what's the name of the staff agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 9022.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth?

Speaker speaker\_1: 225 Lincoln Court, Cardington, Ohio, 11687.

Speaker speaker\_0: And your phone number is 567-378-5201?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as bethhardinggray@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Ready, and take a look here. Okay, you are eligible to enroll in coverage. Did you know which one you want to enroll in today?

Speaker speaker\_1: Um, just basic medical coverage.

Speaker speaker\_0: Okay, so Surge offers two medical plans. They're called VIP Standard and VIP Classic. Neither of these plans have copays or deductibles, but they only cover up to a set dollar amount, and then you're responsible for the remainder of the bill. The VIP Standard is \$17.63 a week, and the VIP Classic is \$19.53 a week.

Speaker speaker\_1: Um, do the 19.

Speaker speaker\_0: Okay, and the coverage is just for yourself, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, and did you want to do anything e- else, like dental, vision, short-term disability, life insurance?

Speaker speaker\_1: Um, how, how much higher is it to add, uh, vision?

Speaker speaker\_0: It would be an additional \$2.15 a week.

Speaker speaker\_1: Okay, I'll do vision.

Speaker speaker\_0: Okay. So with vision and your medical, your weekly deductions would be \$21.68.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay, it will take one to two weeks for the staff at AGC to start making these deductions. Once they do, the following Monday, you become active, and then later that week, you'll receive your vision card in the mail, and your medical will go to your email.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.