

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who have I just speaking with? Uh, yeah, this is Kenneth Griffin and I have a question- Okay. ... about my, uh, my, my plan. Okay. Hello? Yeah, I'm here. Yes. You said you had a question about- Let's uh... Yeah, yes, yes. Uh, the question I have is that, uh, I didn't see the, the health benefit on my plan for, for myself, and I didn't see the life insurance for my, uh, for my wife. Okay. And what is the name of the staffing agency you work for? Say again? The name of the staffing agency you work for? Oh, MAU. And the last four digits of your Social? Oh. You have... Uh, okay. 1657. I'm sorry, what was that? 1657. 1657. Okay. I just only see dental and life for me and Kennedy. Okay, give me one second. All right, and if you can confirm your address and date of birth. Address is 10 Lincoln Court, Fayetteville, North Carolina, 29687. Date of birth is 10/4/78. And I have your phone number as 315-7303? Yes. Can I have your email address as griffinog0@gmail.com? Yes. Okay, so right now you have dental, life insurance and preventative health for employee plus child. And it looks like back on December 5th, uh, we gave you a call because you did request coverage for your spouse, but we did not receive her information, um, so we had to change your coverage to employee plus child only. Your company right now is in open enrollment, so I... Go ahead. You say, you say you had, you say you had to do what now? So, when you requested coverage, you did request coverage for employee plus spouse, but you did not provide your spouse's information, so we had to change the coverage down to employee plus child. Um, right now your company is in open enrollment, so I can add your spouse on, uh, but it will take one to two weeks to go into effect. Okay. Uh, what all you need from me on there? What, what all you need? Um, I would need her name, full Social, date of birth. Okay, and that's it? Yeah. Okay. Uh, let me call you back at lunchtime for her full Social, 'cause I don't have a full Social on hand. I'll call you back about 11:30 if, if, if possible. Okay, that's fine. We are here until 8:00 PM Eastern Standard Time. Okay. O- Okay, one more question. Um, you say the, me and Kennedy would have health, dental and life? You have preventative health, dental and term, and life, your life insurance. Okay. And I, I, I, I'll call back for her, uh, later today about 12:00. All righty. Thank you so much for calling. You have a great day. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who have I just speaking with?

Speaker speaker_2: Uh, yeah, this is Kenneth Griffin and I have a question-

Speaker speaker_1: Okay.

Speaker speaker_2: ... about my, uh, my, my plan.

Speaker speaker_1: Okay. Hello?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: Yes. You said you had a question about-

Speaker speaker_2: Let's uh... Yeah, yes, yes. Uh, the question I have is that, uh, I didn't see the, the health benefit on my plan for, for myself, and I didn't see the life insurance for my, uh, for my wife.

Speaker speaker_1: Okay. And what is the name of the staffing agency you work for?

Speaker speaker_2: Say again?

Speaker speaker_1: The name of the staffing agency you work for?

Speaker speaker_2: Oh, MAU.

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

Speaker speaker_2: Oh. You have... Uh, okay. 1657.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: 1657.

Speaker speaker_1: 1657. Okay.

Speaker speaker_2: I just only see dental and life for me and Kennedy.

Speaker speaker_1: Okay, give me one second. All right, and if you can confirm your address and date of birth.

Speaker speaker_2: Address is 10 Lincoln Court, Fayetteville, North Carolina, 29687. Date of birth is 10/4/78.

Speaker speaker_1: And I have your phone number as 315-7303?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as griffinog0@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so right now you have dental, life insurance and preventative health for employee plus child. And it looks like back on December 5th, uh, we gave you a call

because you did request coverage for your spouse, but we did not receive her information, um, so we had to change your coverage to employee plus child only. Your company right now is in open enrollment, so I... Go ahead.

Speaker speaker_2: You say, you say you had, you say you had to do what now?

Speaker speaker_1: So, when you requested coverage, you did request coverage for employee plus spouse, but you did not provide your spouse's information, so we had to change the coverage down to employee plus child. Um, right now your company is in open enrollment, so I can add your spouse on, uh, but it will take one to two weeks to go into effect.

Speaker speaker_2: Okay. Uh, what all you need from me on there? What, what all you need?

Speaker speaker_1: Um, I would need her name, full Social, date of birth.

Speaker speaker_2: Okay, and that's it?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Uh, let me call you back at lunchtime for her full Social, 'cause I don't have a full Social on hand. I'll call you back about 11:30 if, if, if possible.

Speaker speaker_1: Okay, that's fine. We are here until 8:00 PM Eastern Standard Time.

Speaker speaker_2: Okay. O- Okay, one more question. Um, you say the, me and Kennedy would have health, dental and life?

Speaker speaker_1: You have preventative health, dental and term, and life, your life insurance.

Speaker speaker_2: Okay. And I, I, I, I'll call back for her, uh, later today about 12:00.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. You're welcome.