

Transcript: Pearl

Rojas-5395714499624960-4508060505554944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Bennett Spina Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, how you doing? Um, this is Roy Gilbert. Um, I was calling to see, um, if you guys could add on my, um, my, um, my dental plan under you guys. Uh, I'm already, um, insured through you guys with, with Surge. Okay. What is the last four digits of your social? 8450. All righty. And your address and date of birth? Uh, 1545 Logan Lane, McLeon, Georgia. Date of birth April 29th, 1986. All righty. Now your phone number is 908-395-2206? Yes. Can I have your- I actually called the other day, um, I spoke with somebody, he said something about, um, trying to see if, if, um, I qualify, uh, something. He said he would give me a call back. He's never given me a call back. So I guess you see- All right, um, I have your email address as roy_gilbert@yahoo.com? Yes, ma'am. Okay, so taking a look here, the most recent hire date we have for you is, is right now in September, or just past in September. So in order to add plans, you would have had to do that within 90, within, sorry, 30 days of receiving your first paycheck, um, which has passed. So you're unable to add any plans on until Sep- until August of next year, which is open enrollment for your company. Oh, I gotta wait. Okay. All right then. All right. I've got to wait it out. Thank you so much. No problem. Thank you for calling. You have a great day. Bye. You too.

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 Bennett Spina Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hey, how you doing? Um, this is Roy Gilbert. Um, I was calling to see, um, if you guys could add on my, um, my, um, my dental plan under you guys. Uh, I'm already, um, insured through you guys with, with Surge.

Speaker speaker_1: Okay. What is the last four digits of your social?

Speaker speaker_2: 8450.

Speaker speaker_1: All righty. And your address and date of birth?

Speaker speaker_2: Uh, 1545 Logan Lane, McLeon, Georgia. Date of birth April 29th, 1986.

Speaker speaker_1: All righty. Now your phone number is 908-395-2206?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your-

Speaker speaker_2: I actually called the other day, um, I spoke with somebody, he said something about, um, trying to see if, if, um, I qualify, uh, something. He said he would give me a call back. He's never given me a call back. So I guess you see-

Speaker speaker_1: All right, um, I have your email address as roy_gilbert@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so taking a look here, the most recent hire date we have for you is, is right now in September, or just past in September. So in order to add plans, you would have had to do that within 90, within, sorry, 30 days of receiving your first paycheck, um, which has passed. So you're unable to add any plans on until Sep- until August of next year, which is open enrollment for your company.

Speaker speaker_2: Oh, I gotta wait. Okay. All right then. All right. I've got to wait it out. Thank you so much.

Speaker speaker_1: No problem. Thank you for calling. You have a great day.

Speaker speaker_2: Bye. You too.