

## Transcript: Pearl

**Rojas-5433087410487296-5674418837831680**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak English? Debra here, good morning. How are you? I'm great. And yourself? I'm doing all right. I have some questions. Okay. I signed up for vision, but I don't have a vision card or anything from vision, so the lady gave me the number when I called for the dentist to see, 'cause I didn't get but one card. I'm like, "Okay, where's my vision card?" So she was like, "No. Uh, we only do dental and your vision is through Superior, uh, Vision." And I'm like, "Well, okay, let me call them." So when I called them, they don't have my Social Security number. They don't have nothing in their, in their system for me. So I'm calling to see what's going on with the vision. Okay. So- 'Cause I know I signed up for dental and vision through y'all. But- Yeah. Of course. The comp- But- The company's, um, they're no longer using Superior Vision. Right now, we have all transper- uh, we have all transitioned to MetLife. That's why they couldn't find you in their system. Um, what is the name of the doctor you work for? Okay. Well... Uh, On- OnTrack. And the last four digits of your Social? 5638. All righty. And you can confirm your address. I'm going to need that number. 82379. And your di- your address? 3500 East McKinney Street, Apartment 6108, Denton, Texas 76209. All righty. And I have your phone number as 662-404-0391. Yes, I am. And I have your email address as BigMomma20-BigMommy26@... Do you want it at home? Yes, ma'am. All right. So it looks like they sent out the card on the fifth. You should have received it now. Um, you said the- Well, they- Oh, wait, we don't have the apartment numbers. Oh, crap. What's the apartment number? 6108. 08. Okay. So I can get you a hard copy sent out, and I can send you a virtual copy right now. That way you have it while that physical- Okay. I don't- I don't need the eye vision just right now 'cause I just had my eyes done, like, in December. But I was just wondering where was my card, and I'm like, "Wait a minute. I got the dental, but I ain't got no vision." Definitely, definitely understand. I'll definitely get that reordered for you and add that, um, add that apartment number to make sure you get it this time. Yes, ma'am. Okay. And, uh, one more question I have to ask you once you get done. Uh, on the dental, I want to know, can I add my son? How old is he? He's is 16, and I got, my other one is 23. Or they- Let me see. ... it's too old. Um, no. They're both, they're both able to be added. But from the, from your account, you're not able to add them anymore. Um, so they, they're eligible to be added, but you're not able to add them because you have to do your changes within 30 days of receiving your first paycheck or during company open enrollment. Oh, okay. Um, and then- Okay. ... we can tell you when company open enrollment is so you know for moving forward. Um- Yes, please. OnTrack. I need to pick up mail. Let's see. OnTrack. Yes. Apartment 6108. OnTrack's- 408. ... open enrollment is this July. Okay. Hill. It's H-I-L-L-A? Yes. No, H-I-L-L. This... All right. No, no packages. Uh-oh. I'm sorry. Say that again, ma'am? No, you're fine. Um, so open enrollment for OnTrack is in July. In July? Okay. Mm-hmm. All right. Thank you. No problem. Thanks

again for calling and you have a great- And I just go up to the office? I go up to the office, or do I call y'all back in July? You call us. Okay. All right. Thank you. No problem. Thank you for calling. You have a great day. All right. You too. Okay. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak English?

Speaker speaker\_1: Debra here, good morning. How are you?

Speaker speaker\_0: I'm great. And yourself?

Speaker speaker\_1: I'm doing all right. I have some questions.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I signed up for vision, but I don't have a vision card or anything from vision, so the lady gave me the number when I called for the dentist to see, 'cause I didn't get but one card. I'm like, "Okay, where's my vision card?" So she was like, "No. Uh, we only do dental and your vision is through Superior, uh, Vision." And I'm like, "Well, okay, let me call them." So when I called them, they don't have my Social Security number. They don't have nothing in their, in their system for me. So I'm calling to see what's going on with the vision.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: 'Cause I know I signed up for dental and vision through y'all. But-

Speaker speaker\_0: Yeah. Of course. The comp-

Speaker speaker\_1: But-

Speaker speaker\_0: The company's, um, they're no longer using Superior Vision. Right now, we have all transper- uh, we have all transitioned to MetLife. That's why they couldn't find you in their system. Um, what is the name of the doctor you work for?

Speaker speaker\_1: Okay. Well... Uh, On- OnTrack.

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

Speaker speaker\_1: 5638.

Speaker speaker\_0: All righty. And you can confirm your address.

Speaker speaker\_1: I'm going to need that number. 82379.

Speaker speaker\_0: And your di- your address?

Speaker speaker\_1: 3500 East McKinney Street, Apartment 6108, Denton, Texas 76209.

Speaker speaker\_0: All righty. And I have your phone number as 662-404-0391.

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: And I have your email address as BigMomma20- BigMommy26@... Do you want it at home?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. So it looks like they sent out the card on the fifth. You should have received it now. Um, you said the-

Speaker speaker\_1: Well, they-

Speaker speaker\_0: Oh, wait, we don't have the apartment numbers.

Speaker speaker\_1: Oh, crap.

Speaker speaker\_0: What's the apartment number?

Speaker speaker\_1: 6108.

Speaker speaker\_0: 08. Okay. So I can get you a hard copy sent out, and I can send you a virtual copy right now. That way you have it while that physical-

Speaker speaker\_1: Okay. I don't- I don't need the eye vision just right now 'cause I just had my eyes done, like, in December. But I was just wondering where was my card, and I'm like, "Wait a minute. I got the dental, but I ain't got no vision."

Speaker speaker\_0: Definitely, definitely understand. I'll definitely get that reordered for you and add that, um, add that apartment number to make sure you get it this time.

Speaker speaker\_1: Yes, ma'am. Okay. And, uh, one more question I have to ask you once you get done. Uh, on the dental, I want to know, can I add my son?

Speaker speaker\_0: How old is he?

Speaker speaker\_1: He's is 16, and I got, my other one is 23. Or they-

Speaker speaker\_0: Let me see.

Speaker speaker\_1: ... it's too old.

Speaker speaker\_0: Um, no. They're both, they're both able to be added. But from the, from your account, you're not able to add them anymore. Um, so they, they're eligible to be added, but you're not able to add them because you have to do your changes within 30 days of receiving your first paycheck or during company open enrollment.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Um, and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we can tell you when company open enrollment is so you know for moving forward. Um-

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: OnTrack.

Speaker speaker\_1: I need to pick up mail.

Speaker speaker\_0: Let's see. OnTrack.

Speaker speaker\_1: Yes. Apartment 6108.

Speaker speaker\_0: OnTrack's-

Speaker speaker\_1: 408.

Speaker speaker\_0: ... open enrollment is this July.

Speaker speaker\_1: Okay. Hill.

Speaker speaker\_2: It's H-I-L-L-A?

Speaker speaker\_1: Yes. No, H-I-L-L. This... All right. No, no packages. Uh-oh. I'm sorry. Say that again, ma'am?

Speaker speaker\_0: No, you're fine. Um, so open enrollment for OnTrack is in July.

Speaker speaker\_1: In July? Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. Thanks again for calling and you have a great-

Speaker speaker\_1: And I just go up to the office? I go up to the office, or do I call y'all back in July?

Speaker speaker\_0: You call us.

Speaker speaker\_1: Okay. All right. Thank you.

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

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Bye-bye.