

Transcript: Pearl

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Full Transcript

Hi, good morning. Thanks for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? William Butler. And how can I assist you? Say again? How can I assist you? Oh, I'm calling... uh, I'm with MAU, and, uh, I was calling to see, uh, what did you have me, uh, paying and I needed to adjust some things because I'm 67, and I'm on, uh, I'm doing my Social Security now. Okay. And what are the last four digits of your Social? 9342. And your address and date of birth? 6-18-1957, 106 Pacebrook Columbia, South Carolina, 29212 10621. Okay. And I have your phone number as 656-1170... 77, I'm sorry. Correct. And I have your email address as butlerwill01@gmail.com. Correct. All righty. And so right now I currently have you enrolled in dental, short-term disability, term life, and vision. Um, I don't need the, uh... Now you have my daughter down there too, don't you? Correct. For dental and vision. Dental and vision. What about, uh, what about, uh, health insurance for her? No, I don't have you with any medical, medical coverage. Okay, what I need to do is I need to keep the, the dental and the, and vision for her. And I'll need to keep the, uh, short-term liability on me. Uh, I think anything else I don't need. What else do I have? Life insurance for just yourself. Life insurance. Um, how much is that? It's \$2.11 a week. I need to keep that. Okay. Um- You want to just keep your coverage the way it is? Is that, is that, is that everything- Yep. ... that's, that's listed? Um, what else is, what else is there that's, that, uh, I can use that I don't have? Um, so we offer medical. How much- Um, they offer critical illness, group accident, which is some medical coverage. They offer preventative health, behavioral and mental health and identity theft protection. What was that last one? Identity theft protection. I don't need that. Um, I think that, I think that, I guess, uh, I'll leave it like it is. Um, what would, uh, what would, uh, health insurance be for my daughter that's 14? So in order to get coverage for her- I have to have it too. ... you have to have coverage for yourself, yes. Okay, I'll do something else then, um, because I don't need it. I don't need it because I'm with Social Security now. Okay. So I guess, I guess I'll leave everything the same and, uh, and, uh, I'll go from there. I just wanted to know what, what I had and what I needed to do. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thanks for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: William Butler.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Say again?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Oh, I'm calling... uh, I'm with MAU, and, uh, I was calling to see, uh, what did you have me, uh, paying and I needed to adjust some things because I'm 67, and I'm on, uh, I'm doing my Social Security now.

Speaker speaker_0: Okay. And what are the last four digits of your Social?

Speaker speaker_1: 9342.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 6-18-1957, 106 Pacebrook Columbia, South Carolina, 29212 10621.

Speaker speaker_0: Okay. And I have your phone number as 656-1170... 77, I'm sorry.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as butlerwill01@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. And so right now I currently have you enrolled in dental, short-term disability, term life, and vision.

Speaker speaker_1: Um, I don't need the, uh... Now you have my daughter down there too, don't you?

Speaker speaker_0: Correct. For dental and vision.

Speaker speaker_1: Dental and vision. What about, uh, what about, uh, health insurance for her?

Speaker speaker_0: No, I don't have you with any medical, medical coverage.

Speaker speaker_1: Okay, what I need to do is I need to keep the, the dental and the, and vision for her. And I'll need to keep the, uh, short-term liability on me. Uh, I think anything else I don't need. What else do I have?

Speaker speaker_0: Life insurance for just yourself.

Speaker speaker_1: Life insurance. Um, how much is that?

Speaker speaker_0: It's \$2.11 a week.

Speaker speaker_1: I need to keep that.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: You want to just keep your coverage the way it is?

Speaker speaker_1: Is that, is that, is that everything-

Speaker speaker_0: Yep.

Speaker speaker_1: ... that's, that's listed? Um, what else is, what else is there that's, that, uh, I can use that I don't have?

Speaker speaker_0: Um, so we offer medical.

Speaker speaker_1: How much-

Speaker speaker_0: Um, they offer critical illness, group accident, which is some medical coverage. They offer preventative health, behavioral and mental health and identity theft protection.

Speaker speaker_1: What was that last one?

Speaker speaker_0: Identity theft protection.

Speaker speaker_1: I don't need that. Um, I think that, I think that, I guess, uh, I'll leave it like it is. Um, what would, uh, what would, uh, health insurance be for my daughter that's 14?

Speaker speaker_0: So in order to get coverage for her-

Speaker speaker_1: I have to have it too.

Speaker speaker_0: ... you have to have coverage for yourself, yes.

Speaker speaker_1: Okay, I'll do something else then, um, because I don't need it. I don't need it because I'm with Social Security now.

Speaker speaker_0: Okay.

Speaker speaker_1: So I guess, I guess I'll leave everything the same and, uh, and, uh, I'll go from there. I just wanted to know what, what I had and what I needed to do.

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

Speaker speaker_1: You too.