

Transcript: Pearl

Rojas-5714159896936448-6098524137111552

Full Transcript

Good afternoon. Thank you for calling Benefits by Design. My name is Pearl, would you like to start with me? Hey, uh, my name is Sharika. Um, I just signed up for benefits, and, um, I did not get my, uh, policy number. And so I was trying to- Did you sign up? Hello? Can you hear me? When did... Yes, when did you sign up? Um, it's been a few weeks. So, um. Okay. W- It's been taken out my checks. Okay, was it taken out, like this paycheck or the last one? Um, the last one, the one before that, I think. Yeah. What claim is that agency you work with? Farrington Staffing. And the last four digits of your Social? 2109. I just need you to verify your address and date of birth. Um, my name is Sharika Farrington. My date of birth is May 9th, 1993, and... I'm not sure what address- Your address is- I'm s- I'm so sorry. I can't understand you. So your address. Yes, ma'am, I was getting to that. Um, I'm not sure what address you guys have on file. I've moved. But I can provide you with- Okay, um, what's your current address? Okay. Um, I don't want to change this address because I'm about to move again. So I can give you, uh, my current one now. Okay, what is your full Social? We can verify your account like that. 635-36-2109. Good, and I have your phone number as 945-259-4496. That's correct. And I have your email address as farringtonsharika@gmail.com? That's correct. Okay. And you have a receipt on either of your cards? No, ma'am. Okay, so I can send them both to your email if you'd like. Okay, uh, that works perfect. Okay, so that email is going to come from info@benefitsbydesign.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder. Okay, um, I'm looking at it. I don't see yet. And then it'll be araohd@benefitsbydesign.com and you have to download them and send them. Oh, okay. I'm sorry for her. Okay, um, and so could you tell me more about like what the dental coverage because I need to get a cavity filled. So with your dental coverage the preventative visits are covered at 100% which is your basic cleanin- cleaning and checkup once per six months. Non-surgical extractions, fillings and x-rays are covered at 80% after you pay the \$50.00 deductible. And things like crowns and braces are not covered. Okay. Okay. Okay, uh, whenever you send that, that'll be perfect. Thank you so much and you have a great day. No problem. Thank you. You as well.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits by Design. My name is Pearl, would you like to start with me?

Speaker speaker_1: Hey, uh, my name is Sharika. Um, I just signed up for benefits, and, um, I did not get my, uh, policy number. And so I was trying to-

Speaker speaker_0: Did you sign up?

Speaker speaker_1: Hello? Can you hear me?

Speaker speaker_0: When did... Yes, when did you sign up?

Speaker speaker_1: Um, it's been a few weeks. So, um.

Speaker speaker_0: Okay. W-

Speaker speaker_1: It's been taken out my checks.

Speaker speaker_0: Okay, was it taken out, like this paycheck or the last one?

Speaker speaker_1: Um, the last one, the one before that, I think. Yeah.

Speaker speaker_0: What claim is that agency you work with?

Speaker speaker_1: Farrington Staffing.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 2109.

Speaker speaker_0: I just need you to verify your address and date of birth.

Speaker speaker_1: Um, my name is Sharika Farrington. My date of birth is May 9th, 1993, and... I'm not sure what address-

Speaker speaker_0: Your address is-

Speaker speaker_1: I'm s- I'm so sorry. I can't understand you.

Speaker speaker_0: So your address.

Speaker speaker_1: Yes, ma'am, I was getting to that. Um, I'm not sure what address you guys have on file. I've moved. But I can provide you with-

Speaker speaker_0: Okay, um, what's your current address?

Speaker speaker_1: Okay. Um, I don't want to change this address because I'm about to move again. So I can give you, uh, my current one now.

Speaker speaker_0: Okay, what is your full Social? We can verify your account like that.

Speaker speaker_1: 635-36-2109.

Speaker speaker_0: Good, and I have your phone number as 945-259-4496.

Speaker speaker_1: That's correct.

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

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And you have a receipt on either of your cards?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay, so I can send them both to your email if you'd like.

Speaker speaker_1: Okay, uh, that works perfect.

Speaker speaker_0: Okay, so that email is going to come from info@benefitsbydesign.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder.

Speaker speaker_1: Okay, um, I'm looking at it. I don't see yet.

Speaker speaker_0: And then it'll be araohd@benefitsbydesign.com and you have to download them and send them.

Speaker speaker_1: Oh, okay. I'm sorry for her. Okay, um, and so could you tell me more about like what the dental coverage because I need to get a cavity filled.

Speaker speaker_0: So with your dental coverage the preventative visits are covered at 100% which is your basic cleanin- cleaning and checkup once per six months. Non-surgical extractions, fillings and x-rays are covered at 80% after you pay the \$50.00 deductible. And things like crowns and braces are not covered.

Speaker speaker_1: Okay. Okay. Okay, uh, whenever you send that, that'll be perfect. Thank you so much and you have a great day.

Speaker speaker_0: No problem. Thank you. You as well.