

Transcript: Pearl

Rojas-5946058912219136-4686869929836544

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Chavez, please? Yes, this is I. Hi, my name is Pearl. I'm calling for Benefits in a Cart on behalf of your husband, Scott. Can you DC Superior Skilled Trades? Yes, ma'am. We spoke earlier about your policy information, and I still have those ID numbers for you. Okay, perfect. Let me get a pen. Okay. Okay. I'm ready. Okay. The medical I- policy ID number is 262- Mm-hmm. ... 301- Mm-hmm. ... 6. Mm-hmm. And then your dental ID number is 262- Mm-hmm. ... 30- Mm-hmm. ... 20. Okay. Um, and then I have your life insurance policy number. Okay. That's 262- Mm-hmm. ... 301. Mm-hmm. Mm-hmm. Your husband's short-term disability policy number is 262-301- Mm-hmm. ... 8. Okay. And then, the- you- the final, um, one is the group accident, that's 508- Mm-hmm. ... 262- Okay. ... 301. Okay. Okay, and then this is not active until what, like Friday? No, it is active. Your cards just won't be ready up until about Friday. Oh, okay. So when I went to the doctor today, you know, they kept asking me for a na- like a name of the plan or whatever. Mm-hmm. What can I say the name of the plan is? Okay, so your medical plan is through American Public Life, and your plan name is VIP Classic. VIP Classic. And what was the other one? American what? Public Life. That's the name of the insurance carrier. Okay. Okay? Okay, baby. Okay, and then dental, who is that through? American Public Life as well. Okay. No, no. Um, is it VIP Classic as well, or no? No, it's just the dental. Okay, perfect. Okay. Do you see me on the phone, Papa? Go find any blanket you want. Hm. Okay, and then everything else, I really don't have to worry about. Um, vision, is that EyeMed still, or is that different? Vision is through MetLife. Hm. Um, give me one second. I believe I have... I should have that one too. Give me one sec. Um, yes. So I have that- Okay. ... bad policy number as well. Okay. Bad policy number is D, like dog- Mm-hmm. ... 497- Mm-hmm. ... 002A4. 2A4. Okay. Thank you so much for your help. No problem. Thank you so much for attending my call. You have a great day. Uh-huh. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, with Ms. Chavez, please?

Speaker speaker_0: Yes, this is I.

Speaker speaker_2: Hi, my name is Pearl. I'm calling for Benefits in a Cart on behalf of your husband, Scott. Can you DC Superior Skilled Trades?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: We spoke earlier about your policy information, and I still have those ID numbers for you.

Speaker speaker_0: Okay, perfect. Let me get a pen.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. I'm ready.

Speaker speaker_2: Okay. The medical I- policy ID number is 262-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 301-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 6.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And then your dental ID number is 262-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 30-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 20.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, and then I have your life insurance policy number.

Speaker speaker_0: Okay.

Speaker speaker_2: That's 262-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 301.

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_2: Your husband's short-term disability policy number is 262-301-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 8.

Speaker speaker_0: Okay.

Speaker speaker_2: And then, the- you- the final, um, one is the group accident, that's 508-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 262-

Speaker speaker_0: Okay.

Speaker speaker_2: ... 301.

Speaker speaker_0: Okay. Okay, and then this is not active until what, like Friday?

Speaker speaker_2: No, it is active. Your cards just won't be ready up until about Friday.

Speaker speaker_0: Oh, okay. So when I went to the doctor today, you know, they kept asking me for a na- like a name of the plan or whatever.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: What can I say the name of the plan is?

Speaker speaker_2: Okay, so your medical plan is through American Public Life, and your plan name is VIP Classic.

Speaker speaker_0: VIP Classic. And what was the other one? American what?

Speaker speaker_2: Public Life. That's the name of the insurance carrier.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay?

Speaker speaker_0: Okay, baby. Okay, and then dental, who is that through?

Speaker speaker_2: American Public Life as well.

Speaker speaker_0: Okay. No, no. Um, is it VIP Classic as well, or no?

Speaker speaker_2: No, it's just the dental.

Speaker speaker_0: Okay, perfect.

Speaker speaker_2: Okay.

Speaker speaker_0: Do you see me on the phone, Papa? Go find any blanket you want.

Speaker speaker_3: Hm.

Speaker speaker_0: Okay, and then everything else, I really don't have to worry about. Um, vision, is that EyeMed still, or is that different?

Speaker speaker_2: Vision is through MetLife.

Speaker speaker_0: Hm.

Speaker speaker_2: Um, give me one second. I believe I have... I should have that one too. Give me one sec. Um, yes. So I have that-

Speaker speaker_0: Okay.

Speaker speaker_2: ... bad policy number as well.

Speaker speaker_0: Okay.

Speaker speaker_2: Bad policy number is D, like dog-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 497-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 002A4.

Speaker speaker_0: 2A4. Okay. Thank you so much for your help.

Speaker speaker_2: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker_0: Uh-huh. Bye-bye.