

## Transcript: Pearl

**Rojas-5996152035950592-6669870840102912**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, you're calling Benefits In A Card. My name is Pearl. Who do I look like I should be speaking with? Elizabeth O'Brian. And how can I assist you? I'm trying to sign up for a, the com- my company's short-term life insurance and short-term disability. Okay. What's the name of the staffing agency you work for? Uh, Oxford Consulting. And the last four digits of your social? 7650. All right. And if you can confirm your address and date of birth. 3 Connelly Place in Beverly, Mass. Um, 8/20/1957. All right. And I have your phone number as 781-985-6469? Yes. And I have your email address as betsyobrian@comcast.net? Yes. Right. And you said you wanted to do the term life and the short-term disability? Yes. Pardon me. Yep, that's it. So. Okay, so let's take a look here. Right. And how long have you been working with Oxford? Um, since August of 2023. No. Yeah. Yeah. August of 20... No, July. August. Yeah. August 2023. July. Okay. So for the short-term disability and the term life, your weekly deductions will be of \$6.06. Okay. Okay. Then the deductions will begin at the end of this month and your coverage will become active the 6th of January. Okay. So it's weekly deduction of \$6 and... 6 cents. Yeah. 6 cents. Uh-oh. Let's see. Uh. I'm looking at it. Um. Oh, I see. Okay. All righty. And do you know who you would want your beneficiary to be for that, um, life insurance? Um, I'd like to put my children down. Give me three. Okay. All righty. And what's the name of the first one? Nicole Greco. G-R-E-C-O. Okay. And the name of the next child? John Greco. Righty. And the name of the last child? Um, Alexander. Greco as well? Mm-hmm. All righty. I went ahead and got those down. Oh, give me one sec. Um, I went ahead and got that information down. Do you have any questions? Pardon? I went ahead and got all that, all that information in the system. Do you have any questions? Um, no. All righty. Thank you so much for calling. You have a great day. Okay. Will you be sending me some kind of confirmation or whatever? Um, I need to get the confirmation of enrollment sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Thank you. No problem. Thank you for calling. You have a great day. You too. Thanks. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, you're calling Benefits In A Card. My name is Pearl. Who do I look like I should be speaking with?

Speaker speaker\_2: Elizabeth O'Brian.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I'm trying to sign up for a, the com- my company's short-term life insurance and short-term disability.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: Uh, Oxford Consulting.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 7650.

Speaker speaker\_1: All right. And if you can confirm your address and date of birth.

Speaker speaker\_2: 3 Connelly Place in Beverly, Mass. Um, 8/20/1957.

Speaker speaker\_1: All right. And I have your phone number as 781-985-6469?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as betsyobrian@comcast.net?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Right. And you said you wanted to do the term life and the short-term disability?

Speaker speaker\_2: Yes. Pardon me. Yep, that's it. So.

Speaker speaker\_1: Okay, so let's take a look here. Right. And how long have you been working with Oxford?

Speaker speaker\_2: Um, since August of 2023. No. Yeah. Yeah. August of 20... No, July. August. Yeah. August 2023. July.

Speaker speaker\_1: Okay. So for the short-term disability and the term life, your weekly deductions will be of \$6.06.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Then the deductions will begin at the end of this month and your coverage will become active the 6th of January.

Speaker speaker\_2: Okay. So it's weekly deduction of \$6 and...

Speaker speaker\_1: 6 cents. Yeah.

Speaker speaker\_2: 6 cents. Uh-oh. Let's see. Uh. I'm looking at it. Um. Oh, I see. Okay.

Speaker speaker\_1: All righty. And do you know who you would want your beneficiary to be for that, um, life insurance?

Speaker speaker\_2: Um, I'd like to put my children down. Give me three.

Speaker speaker\_1: Okay. All righty. And what's the name of the first one?

Speaker speaker\_2: Nicole Greco. G-R-E-C-O.

Speaker speaker\_1: Okay. And the name of the next child?

Speaker speaker\_2: John Greco.

Speaker speaker\_1: Righty. And the name of the last child?

Speaker speaker\_2: Um, Alexander.

Speaker speaker\_1: Greco as well?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All righty. I went ahead and got those down. Oh, give me one sec. Um, I went ahead and got that information down. Do you have any questions?

Speaker speaker\_2: Pardon?

Speaker speaker\_1: I went ahead and got all that, all that information in the system. Do you have any questions?

Speaker speaker\_2: Um, no.

Speaker speaker\_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Okay. Will you be sending me some kind of confirmation or whatever?

Speaker speaker\_1: Um, I need to get the confirmation of enrollment sent to your email. It's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you for calling. You have a great day.

Speaker speaker\_2: You too. Thanks. Bye.