

## **Transcript: Pearl**

**Rojas-6054706967658496-4639961920225280**

### **Full Transcript**

Hi. Good morning. Thank you for calling Benetech Card. My name is Pearl Hood. I have the pleasure of speaking with- Hi. Yes, ma'am. How are you doing, Pearl? This is, uh, Clayton Canceler. How are you? How may I assist you? I'ma, uh, yes, ma'am. I'm trying to get my, uh, benefits in the card. Information sent to my house. Okay. What's the name of the company do you work for? I work for Mancon. And the last 40 digits of your Social? Yes, ma'am. It's 6338. I was just wondering if they had any, uh, kinda possible, uh, dental plan . Okay. Um, verify your address and date of birth for me. Uh, date of birth is 9/14/66. And your address? 16437 Holmes Street, Maple Heights, Ohio 44137. Okay. And I have your phone number as 216-762-4165? Hello? Hello. And I have your email address as claytoncanceler@gmail.com? Yeah. Either that or claytonjcancelerjunior@... at, yeah, @, @gmail, whichever. Okay. So taking a look at your account, you're not enrolled in any coverage at this time. That's why I'm calling. Okay, so you want to enroll? Absolutely. Okay. Mm-hmm. And which plans are you wanting to enroll in? These are benefits that I, that I qualify for, correct? Yes. Okay. Well, I was just wondering if you had anything that, uh, associated with maybe a dental, a dental plan, like, uh, a dental optical? What's, what's included with a plan, uh, that you have there, includes that? All of them are separate plans, so if you want just dental and vision, you can do just dental and vision. Dental for yourself is \$3.38 a week, and vision is \$1.99 a week. Um- Okay. ... and you can do them separately because all the plans- Okay. ... are separate. Yeah, that'd be fine. Uh, we'll work on that. A dental plan will be fine. Thank you. Okay, so just your dental? Um, dental and optical would be fine. Okay, and the coverage is just for yourself? Just for myself, yes, ma'am. Okay, so your total weekly deductions are going to be of \$5.37. No problem. Okay, it will take one to three weeks for the staff at HBC to start making those deductions. Once they do, the following Monday you become active, and then later that week you'll receive your cards in your mail. Thank you. Both these plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change those plans. Not a problem. Do you have any questions? Uh, not so far. All right. Thank you so much for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benetech Card. My name is Pearl Hood. I have the pleasure of speaking with-

Speaker speaker\_1: Hi. Yes, ma'am. How are you doing, Pearl? This is, uh, Clayton Canceled. How are you?

Speaker speaker\_0: How may I assist you?

Speaker speaker\_1: I'ma, uh, yes, ma'am. I'm trying to get my, uh, benefits in the card. Information sent to my house.

Speaker speaker\_0: Okay. What's the name of the company do you work for?

Speaker speaker\_1: I work for Mancon.

Speaker speaker\_0: And the last 40 digits of your Social?

Speaker speaker\_1: Yes, ma'am. It's 6338. I was just wondering if they had any, uh, kinda possible, uh, dental plan .

Speaker speaker\_0: Okay. Um, verify your address and date of birth for me.

Speaker speaker\_1: Uh, date of birth is 9/14/66.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 16437 Holmes Street, Maple Heights, Ohio 44137.

Speaker speaker\_0: Okay. And I have your phone number as 216-762-4165? Hello?

Speaker speaker\_1: Hello.

Speaker speaker\_0: And I have your email address as claytoncanceled@gmail.com?

Speaker speaker\_1: Yeah. Either that or claytonjcanceledjunior@... at, yeah, @, @gmail, whichever.

Speaker speaker\_0: Okay. So taking a look at your account, you're not enrolled in any coverage at this time.

Speaker speaker\_1: That's why I'm calling.

Speaker speaker\_0: Okay, so you want to enroll?

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And which plans are you wanting to enroll in?

Speaker speaker\_1: These are benefits that I, that I qualify for, correct?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Well, I was just wondering if you had anything that, uh, associated with maybe a dental, a dental plan, like, uh, a dental optical? What's, what's included with a

plan, uh, that you have there, includes that?

Speaker speaker\_0: All of them are separate plans, so if you want just dental and vision, you can do just dental and vision. Dental for yourself is \$3.38 a week, and vision is \$1.99 a week. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and you can do them separately because all the plans-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... are separate.

Speaker speaker\_1: Yeah, that'd be fine. Uh, we'll work on that. A dental plan will be fine. Thank you.

Speaker speaker\_0: Okay, so just your dental?

Speaker speaker\_1: Um, dental and optical would be fine.

Speaker speaker\_0: Okay, and the coverage is just for yourself?

Speaker speaker\_1: Just for myself, yes, ma'am.

Speaker speaker\_0: Okay, so your total weekly deductions are going to be of \$5.37.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay, it will take one to three weeks for the staff at HBC to start making those deductions. Once they do, the following Monday you become active, and then later that week you'll receive your cards in your mail.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Both these plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change those plans.

Speaker speaker\_1: Not a problem.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Uh, not so far.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.