

## Transcript: Pearl

**Rojas-6072155835252736-4553387954978816**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with? Uh, Cody Malakote. And how can I assist you? Uh, I'm trying to sign up for health insurance. Do you know what state and city you see your work for? AccuForce. And the last four digits of your social? 1141. All righty. If you can verify your address and date of birth for me. Uh, 5/13/96. And your address? 1400 Rail Cars Road. And the city and state? Bristol, Tennessee. All right. And your phone number is 423-383-4711? Correct. And have you emailed us at aliascody0@gmail.com? That's right. All right. And do you know what you're wanting to enroll in today? Uh, the VIP and, uh, health. Or, I mean, the VIP Dental and Vision. Okay, and which VIP plan? Uh, the first one. The standard for 17.66? No, the... Uh, the third one, the VIP, uh, the one before VIP+. So the classic for 19.58? Uh... There's four. I'd have... I'd have to go get the book. I think it's the VIP+. I think it's like Family. Okay. So the VIP+ for family, so it's going to be 93.69, um, a week. Yeah, it's the one right before that. Okay, so 52.65 for, for Employee + Family? Yeah. Okay. And you want Dental and Vision for you and your family as well? Absolutely. Okay, so that brings your weekly deductions to \$75.02 a week. That'll work. All right. It will take one to two weeks for the staff and agency to start making deductions. Once they do, the following Monday you actually become active. And then later that week, you'll receive your Dental and Vision card in the mail, and your medical will go to your email. What is your spouse's name? Alyssa Malakote. A-L-Y-S-S-A? Y-A-L-Y-S-S-A. I'm sorry, you said Alyssa. Oh, I spelled it Alison. Okay, and then the same last name. You said Malakote? Yes, ma'am. Okay, what is her full social? Ooh. God, hold on. Let me ask real quick. Hey, what's your social security number? What's your social? 414- 414- ... 83- ... 83- ... 3690. ... 3690. All righty. And- Wow. Um, repeat that for me. One more time. You said 414- ... 83- ... 83- ... 3690. ... 3690. Oh my God. Wait. Okay, and date of birth? Uh, 02/25/98. All right. One second. Oh. Come here. You gotta get a question. All right. And the name of the first child? Silas Johnson. Spell that for me, the... Spell the first name for me. Silas, S-I... S-I-L-A-S. Silas. And you said Johnson, correct? Yes, ma'am. Full social? 722-9813-99. Date of birth? Uh, 08/10/2019. All righty. And is there any more children? That's it. Okay. All right. I have all the information down. Did you have any questions? No, that's it. Thank you so much for calling. You have a great day. Thank you.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with?

Speaker speaker\_1: Uh, Cody Malakote.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I'm trying to sign up for health insurance.

Speaker speaker\_0: Do you know what state and city you see your work for?

Speaker speaker\_1: AccuForce.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 1141.

Speaker speaker\_0: All righty. If you can verify your address and date of birth for me.

Speaker speaker\_1: Uh, 5/13/96.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 1400 Rail Cars Road.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Bristol, Tennessee.

Speaker speaker\_0: All right. And your phone number is 423-383-4711?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And have you emailed us at aliascody0@gmail.com?

Speaker speaker\_1: That's right.

Speaker speaker\_0: All right. And do you know what you're wanting to enroll in today?

Speaker speaker\_1: Uh, the VIP and, uh, health. Or, I mean, the VIP Dental and Vision.

Speaker speaker\_0: Okay, and which VIP plan?

Speaker speaker\_1: Uh, the first one.

Speaker speaker\_0: The standard for 17.66?

Speaker speaker\_1: No, the... Uh, the third one, the VIP, uh, the one before VIP+.

Speaker speaker\_0: So the classic for 19.58?

Speaker speaker\_1: Uh... There's four. I'd have... I'd have to go get the book. I think it's the VIP+. I think it's like Family.

Speaker speaker\_0: Okay. So the VIP+ for family, so it's going to be 93.69, um, a week.

Speaker speaker\_1: Yeah, it's the one right before that.

Speaker speaker\_0: Okay, so 52.65 for, for Employee + Family?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And you want Dental and Vision for you and your family as well?

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: Okay, so that brings your weekly deductions to \$75.02 a week.

Speaker speaker\_1: That'll work.

Speaker speaker\_0: All right. It will take one to two weeks for the staff and agency to start making deductions. Once they do, the following Monday you actually become active. And then later that week, you'll receive your Dental and Vision card in the mail, and your medical will go to your email. What is your spouse's name?

Speaker speaker\_1: Alyssa Malakote.

Speaker speaker\_0: A-L-Y-S-S-A?

Speaker speaker\_1: Y-A-L-Y-S-S-A.

Speaker speaker\_0: I'm sorry, you said Alyssa. Oh, I spelled it Alison. Okay, and then the same last name. You said Malakote?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, what is her full social?

Speaker speaker\_1: Ooh. God, hold on. Let me ask real quick.

Speaker speaker\_2: Hey, what's your social security number? What's your social?

Speaker speaker\_3: 414-

Speaker speaker\_0: 414-

Speaker speaker\_2: ... 83-

Speaker speaker\_1: ... 83-

Speaker speaker\_2: ... 3690.

Speaker speaker\_1: ... 3690.

Speaker speaker\_0: All righty. And-

Speaker speaker\_2: Wow.

Speaker speaker\_0: Um, repeat that for me. One more time. You said 414-

Speaker speaker\_2: ... 83-

Speaker speaker\_1: ... 83-

Speaker speaker\_2: ... 3690.

Speaker speaker\_1: ... 3690.

Speaker speaker\_2: Oh my God. Wait.

Speaker speaker\_0: Okay, and date of birth?

Speaker speaker\_1: Uh, 02/25/98.

Speaker speaker\_0: All right. One second.

Speaker speaker\_2: Oh. Come here. You gotta get a question.

Speaker speaker\_0: All right. And the name of the first child?

Speaker speaker\_1: Silas Johnson.

Speaker speaker\_0: Spell that for me, the... Spell the first name for me.

Speaker speaker\_1: Silas, S-I... S-I-L-A-S.

Speaker speaker\_0: Silas. And you said Johnson, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Full social?

Speaker speaker\_1: 722-9813-99.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: Uh, 08/10/2019.

Speaker speaker\_0: All righty. And is there any more children?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. All right. I have all the information down. Did you have any questions?

Speaker speaker\_1: No, that's it.

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

Speaker speaker\_1: Thank you.