

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to know I was speaking with? Uh, Yvonne Gunn. And how can I assist you? Uh, I was just wondering what kind of benefits did I have, what kind of coverage that I have. Okay, what's the name of the company you work for? Wagner Staffing. And the last four digits of your social? 0258. And your address and date of birth? Hmm, 11/29/2000, or 1226 Oak Pine Street, Houston, Georgia 30703. All right, and what's your phone number? I don't know. I don't remember that phone number. I got a new phone. No, what's just a good contact number for you? There's not one on your file. Oh. 470-949-1863. Okay, and I have your email address as, uh, yvonn3666@gmail.com? Yes. All right. So I have you right now enrolled in the MEC standalone plan. That is preventative health, so like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. It doesn't cover you going to the doctor or ER. So no vision? No. Uh, how much would it cost to add vision? Vision is only an additional \$1.99 a week, but at the moment you're not able to enroll in any more coverage. You have to do it within 30 days of receiving your first paycheck or during company open enrollment. Oh, okay. Is there anything else I can assist you with today? You're all right. Thank you. Thank you for calling. Have a great day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to know I was speaking with?

Speaker speaker_1: Uh, Yvonne Gunn.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I was just wondering what kind of benefits did I have, what kind of coverage that I have.

Speaker speaker_0: Okay, what's the name of the company you work for?

Speaker speaker_1: Wagner Staffing.

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

Speaker speaker_1: 0258.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Hmm, 11/29/2000, or 1226 Oak Pine Street, Houston, Georgia 30703.

Speaker speaker_0: All right, and what's your phone number?

Speaker speaker_1: I don't know. I don't remember that phone number. I got a new phone.

Speaker speaker_0: No, what's just a good contact number for you? There's not one on your file.

Speaker speaker_1: Oh. 470-949-1863.

Speaker speaker_0: Okay, and I have your email address as, uh, yvonn3666@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I have you right now enrolled in the MEC standalone plan. That is preventative health, so like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. It doesn't cover you going to the doctor or ER.

Speaker speaker_1: So no vision?

Speaker speaker_0: No.

Speaker speaker_1: Uh, how much would it cost to add vision?

Speaker speaker_0: Vision is only an additional \$1.99 a week, but at the moment you're not able to enroll in any more coverage. You have to do it within 30 days of receiving your first paycheck or during company open enrollment.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: You're all right. Thank you.

Speaker speaker_0: Thank you for calling. Have a great day.