

Transcript: Pearl

Rojas-6192948467384320-6090848504823808

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl 0000 that you're speaking with. Jamar Winston. And how can I assist you? Uh, I made a phone call to activate a medical benefit card on surge. And what are the last four digits of your social? 3022. I just grabbed you my mom. And what is your address and date of birth? You said what is my address? Yes, sir. 5812 Glenedin Drive. And the city and state? Columbus, Georgia. And your date of birth? August 24th, 2003. Okay. Now, do you want to read 706-315-2746? No, ma'am. It's 762-221-5141. All righty. You have your email address as jamarwinston89@gmail.com? No, ma'am. It's jamarwinston5@gmail.com. Okay. And you said you wanted to activate your coverage? Yes, ma'am. How long have you been working with the staffing? Say it again, ma'am. How long have you been working with the staffing agency? For about a... For about six, seven months, something like that. Okay. So, there's two time frames when you can enroll in coverage. The first timeframe is within 30 days of receiving your first paycheck, which for you has passed, and/or during company open enrollment, which is in August. Other than those two time frames, the other way you can enroll is if you involuntary- involuntarily lost coverage elsewhere, um, last 30 days. Other than that, you would have to wait for company open enrollment in August. So, I'll have to wait for enrollment in August? Yes, sir. Okay, that will be hard. All righty. Do you have any other questions? No, ma'am. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl 0000 that you're speaking with.

Speaker speaker_1: Jamar Winston.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I made a phone call to activate a medical benefit card on surge.

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

Speaker speaker_1: 3022.

Speaker speaker_0: I just grabbed you my mom. And what is your address and date of birth?

Speaker speaker_1: You said what is my address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 5812 Glenedin Drive.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Columbus, Georgia.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 24th, 2003.

Speaker speaker_0: Okay. Now, do you want to read 706-315-2746?

Speaker speaker_1: No, ma'am. It's 762-221-5141.

Speaker speaker_0: All righty. You have your email address as jamarwinston89@gmail.com?

Speaker speaker_1: No, ma'am. It's jamarwinston5@gmail.com.

Speaker speaker_0: Okay. And you said you wanted to activate your coverage?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: How long have you been working with the staffing?

Speaker speaker_1: Say it again, ma'am.

Speaker speaker_0: How long have you been working with the staffing agency?

Speaker speaker_1: For about a... For about six, seven months, something like that.

Speaker speaker_0: Okay. So, there's two time frames when you can enroll in coverage. The first timeframe is within 30 days of receiving your first paycheck, which for you has passed, and/or during company open enrollment, which is in August. Other than those two time frames, the other way you can enroll is if you involuntary- involuntarily lost coverage elsewhere, um, last 30 days. Other than that, you would have to wait for company open enrollment in August.

Speaker speaker_1: So, I'll have to wait for enrollment in August?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, that will be hard.

Speaker speaker_0: All righty. Do you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.