

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Who Nonsuch is speaking with? Hello, Naomi. And how can I assist you? Um, I had called on Friday for enrollment, and I wanted to... I added the Ensure Plus and the Dental Eye. Um, I wanted to see if I could just remove the Ensure Plus and just do dental. Okay. What's the name of the staff agency you work for? Uh, Creative Circle. And the last four digits of your Social? Mm, one second. Let me get this much smaller. Um, it is, uh, one, five... hang on, not close enough. Uh, 1591. All righty, and if you can confirm your address and date of birth. 11/09/85. It's 14906 West Park Drive, Houston, Texas 77002. Okay, can I have your phone number as 201-702-9783? Correct. Can I have your address as Naomi, your last name, at gmail.com? It's my first name, middle initial J, last name at gmail.com. Okay, yes. I did not see that J, but, yes, we have a J there. So, right now you have Insure Plus Basics, Dental Term Life, which is your life insurance, and Vision. You want to just take off the Insure Plus Basics or do you want to do Dental only? Dental only. Okay. So, that's going to bring your weekly deduc- Okay, so Dental is actually a bundle with, with Creative Circle. So it's dental, Dental Term Life and that Vision together for \$7.90 a week. Okay. Okay? So, um, your enrollment was already sent, so you may see one or two deductions of the \$25.11, but after that it'll go down to the \$7.90. Oh, that sucks 'cause then I won't be able... Like, that's just a waste of \$25. I mean, you'll have active coverage, but... Hmm? You'll have active coverage, so you could use the coverage while, while those two weeks go by. Oh, let me see which one. Um, dang, it's too late. When was that? 'Cause I did... I think I did it on Friday. And let's see. Looks like your deduction- Oh. ... went up this morning. Oh, God. Okay. I knew I should've called this morning. All right. Ugh, that's annoying. And there's nothing that could be done? No, ma'am. I'm sorry. And when is the week so that it's the coverage? Um, so your cover... Let's see. So the deduction hasn't been made yet. Um, so I wouldn't be able to tell you if you become active this Monday or the next one. But it should be one of these two Mondays. So, it would be possibly next Monday, the 3rd or the 10th? Yes. And for two weeks? Yep. So, um, so you're... You did it on Friday the 30... No, I'm sorry. I'm looking at it different here. Um, you did it on the 21st, 4th, so the deduction will prob-... Well, it could come out possibly the 7th, the 31st or the 7th, and then your coverage will either become active the 3rd or the 10th. Okay, thank you. No problem. Thank you so much for calling. You have a great day. Goodbye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Who Nonsuch is speaking with?

Speaker speaker_1: Hello, Naomi.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I had called on Friday for enrollment, and I wanted to... I added the Ensure Plus and the Dental Eye. Um, I wanted to see if I could just remove the Ensure Plus and just do dental.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, Creative Circle.

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

Speaker speaker_1: Mm, one second. Let me get this much smaller. Um, it is, uh, one, five... hang on, not close enough. Uh, 1591.

Speaker speaker_0: All righty, and if you can confirm your address and date of birth.

Speaker speaker_1: 11/09/85. It's 14906 West Park Drive, Houston, Texas 77002.

Speaker speaker_0: Okay, can I have your phone number as 201-702-9783?

Speaker speaker_1: Correct.

Speaker speaker_0: Can I have your address as Naomi, your last name, at gmail.com?

Speaker speaker_1: It's my first name, middle initial J, last name at gmail.com.

Speaker speaker_0: Okay, yes. I did not see that J, but, yes, we have a J there. So, right now you have Insure Plus Basics, Dental Term Life, which is your life insurance, and Vision. You want to just take off the Insure Plus Basics or do you want to do Dental only?

Speaker speaker_1: Dental only.

Speaker speaker_0: Okay. So, that's going to bring your weekly deduc- Okay, so Dental is actually a bundle with, with Creative Circle. So it's dental, Dental Term Life and that Vision together for \$7.90 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So, um, your enrollment was already sent, so you may see one or two deductions of the \$25.11, but after that it'll go down to the \$7.90.

Speaker speaker_1: Oh, that sucks 'cause then I won't be able... Like, that's just a waste of \$25.

Speaker speaker_0: I mean, you'll have active coverage, but...

Speaker speaker_1: Hmm?

Speaker speaker_0: You'll have active coverage, so you could use the coverage while, while those two weeks go by.

Speaker speaker_1: Oh, let me see which one. Um, dang, it's too late. When was that?
'Cause I did... I think I did it on Friday.

Speaker speaker_0: And let's see. Looks like your deduction-

Speaker speaker_1: Oh.

Speaker speaker_0: ... went up this morning.

Speaker speaker_1: Oh, God. Okay. I knew I should've called this morning. All right. Ugh, that's annoying. And there's nothing that could be done?

Speaker speaker_0: No, ma'am. I'm sorry.

Speaker speaker_1: And when is the week so that it's the coverage?

Speaker speaker_0: Um, so your cover... Let's see. So the deduction hasn't been made yet. Um, so I wouldn't be able to tell you if you become active this Monday or the next one. But it should be one of these two Mondays.

Speaker speaker_1: So, it would be possibly next Monday, the 3rd or the 10th?

Speaker speaker_0: Yes.

Speaker speaker_1: And for two weeks?

Speaker speaker_0: Yep. So, um, so you're... You did it on Friday the 30... No, I'm sorry. I'm looking at it different here. Um, you did it on the 21st, 4th, so the deduction will prob-... Well, it could come out possibly the 7th, the 31st or the 7th, and then your coverage will either become active the 3rd or the 10th.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Goodbye.