

Transcript: Pearl

Rojas-6299600280928256-5702818735898624

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? My name is Brianna Wilson and I was trying to get signed up for the insurance. Okay. What's the name of the staff agency you work for? Vercella. And the last four digits of your Social? 6346. All righty. I need to verify your address and date of birth. 7/17/93. And 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125. All righty. And your phone number is 248-619-6481? Yes. And then your email address is briannawilson@outlook.com? Yes. All righty. And do you know what you're wanting to enroll in today? Um, no. I, I need all the information and, um, and then I, I, I don't have any information, so I would need to know, like, which options I have and then go from there. Okay. If you'd like, I can give y- send you a copy of the benefit guide. It's going to show you the plans that are offered and then, um, how much they cover each service and what they cost a month. Okay. This email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder, okay? Okay. And then you would just call back this number here and we'll... Any agent that you speak to will be able to enroll you. Okay? Okay. And, um, when... If I enroll today, when would the benefits become active? It takes one to two weeks for this, the staff, an agency to start making deductions. After that, you become active the following Monday. And then later that same week, you'll receive your medical card in your email and then if you do anything like dental revision, that'll go to your residence. Okay. All right. All right. Sounds good. Thank you. All right. Anything else on this list? Um, that was it. Thank you. Thank you so much for calling. You have a great day. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: My name is Brianna Wilson and I was trying to get signed up for the insurance.

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

Speaker speaker_1: Vercella.

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

Speaker speaker_1: 6346.

Speaker speaker_0: All righty. I need to verify your address and date of birth.

Speaker speaker_1: 7/17/93. And 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125.

Speaker speaker_0: All righty. And your phone number is 248-619-6481?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email address is briannawilson@outlook.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Um, no. I, I need all the information and, um, and then I, I, I don't have any information, so I would need to know, like, which options I have and then go from there.

Speaker speaker_0: Okay. If you'd like, I can give y- send you a copy of the benefit guide. It's going to show you the plans that are offered and then, um, how much they cover each service and what they cost a month.

Speaker speaker_1: Okay.

Speaker speaker_0: This email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And then you would just call back this number here and we'll... Any agent that you speak to will be able to enroll you. Okay?

Speaker speaker_1: Okay. And, um, when... If I enroll today, when would the benefits become active?

Speaker speaker_0: It takes one to two weeks for this, the staff, an agency to start making deductions. After that, you become active the following Monday. And then later that same week, you'll receive your medical card in your email and then if you do anything like dental revision, that'll go to your residence.

Speaker speaker_1: Okay. All right. All right. Sounds good. Thank you.

Speaker speaker_0: All right. Anything else on this list?

Speaker speaker_1: Um, that was it. Thank you.

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