

## Transcript: Pearl

**Rojas-6371549734551552-4789127888814080**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. This is Kevin Acosta. And how can I assist you? Hi. So, I was, uh, calling in to see if I could, um... 'cause I'm interested in enrolling in a care plan with Morales Group. Okay. And what are the last four digits of your Social? 2735. 2735. Bear with me one moment. Okay. And can you confirm your age and date of birth for me, Mr. Acosta? August 1, 1997. And your address? 11320... 11327 Water Bridge Drive. You have a different address on file. Did you recently move or give a different address to the staff so we can see it? Oh, yes. Yes, sorry. Uh, 9405 Big Bend Circle. And the city and state? Indianapolis, uh, Indiana. All righty. And what's a good... And is that your current address or did you want to update it? That's my current address. I just happen to have it up on the other one, so... Okay. What is your phone number? 317-851-0972. Can I have your email address as kevin.acosta87@yahoo.com? Mm-hmm. All righty. And what are you wanting to enroll in today? Uh, I wanted to see if I could enroll into the MetLife, uh, healthcare plan. So MetLife takes care of vision. Mm-hmm. So did you want to do vision? Mm-hmm. I did. Mm-hmm. Okay. Any other plans? One sec. The Minimum Value Plan. Okay, so the MVC Plan. With that plan, we do have to, um, send it to be a- to be approved. This process takes about 24 to 48 hours, but once I am informed if you're approved or not, I will give you a call back- Mm-hmm. ... with your, the date that it becomes active. So apart from that plan, you're wanting to do vision. Are you wanting to do any other plan? Uh, no. All righty. And so I will be in touch with you as soon as I get information back about that plan, okay? Okay. All right. Thank you so much for taking my call. You have a gr- or thank you so much for calling. You have a great day. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, Pearl. This is Kevin Acosta.

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

Speaker speaker\_1: Hi. So, I was, uh, calling in to see if I could, um... 'cause I'm interested in enrolling in a care plan with Morales Group.

Speaker speaker\_0: Okay. And what are the last four digits of your Social?

Speaker speaker\_1: 2735.

Speaker speaker\_0: 2735. Bear with me one moment. Okay. And can you confirm your age and date of birth for me, Mr. Acosta?

Speaker speaker\_1: August 1, 1997.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 11320... 11327 Water Bridge Drive.

Speaker speaker\_0: You have a different address on file. Did you recently move or give a different address to the staff so we can see it?

Speaker speaker\_1: Oh, yes. Yes, sorry. Uh, 9405 Big Bend Circle.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Indianapolis, uh, Indiana.

Speaker speaker\_0: All righty. And what's a good... And is that your current address or did you want to update it?

Speaker speaker\_1: That's my current address. I just happen to have it up on the other one, so...

Speaker speaker\_0: Okay. What is your phone number?

Speaker speaker\_1: 317-851-0972.

Speaker speaker\_0: Can I have your email address as kevin.acosta87@yahoo.com?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All righty. And what are you wanting to enroll in today?

Speaker speaker\_1: Uh, I wanted to see if I could enroll into the MetLife, uh, healthcare plan.

Speaker speaker\_0: So MetLife takes care of vision.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So did you want to do vision?

Speaker speaker\_1: Mm-hmm. I did. Mm-hmm.

Speaker speaker\_0: Okay. Any other plans?

Speaker speaker\_1: One sec. The Minimum Value Plan.

Speaker speaker\_0: Okay, so the MVC Plan. With that plan, we do have to, um, send it to be a- to be approved. This process takes about 24 to 48 hours, but once I am informed if you're approved or not, I will give you a call back-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... with your, the date that it becomes active. So apart from that plan, you're wanting to do vision. Are you wanting to do any other plan?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: All righty. And so I will be in touch with you as soon as I get information back about that plan, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for taking my call. You have a gr- or thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Thank you.