

## Transcript: Pearl

**Rojas-6382939967111168-6579872673349632**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hu. How may I help you? Who is this user speaking with? Uh, John Murphy. I think you called here a little while ago- Mm-hmm. ... regarding, uh, my healthcare, my, my, uh, health insurance through HSS. Was that you? Um, I'm not sure. We can definitely take a look though. What is the last four digits of your Social? 3661... 3661. All right. And you said the last name, the last name's Murphy? Yeah. Okay. Can you verify your address and date of birth? Date of birth, April 10th, 1970. Okay. Can you see who did the original call, who it was? I definitely can. I have your phone number, uh- 754-220-6426. Yes, sir. Um, let me take a look and see- So who, who did the original call? You did one- I couldn't, I couldn't hear... I couldn't hear the name on it. Okay. If you can just verify your address real quick, that'd be great. 4221 Palm Aire Drive West, uh, Apartment 105, Pompano Beach, Florida 33069. Did you see who it is or not? Yes. It was actually Mr. Justin. Well, before that. There was somebody who called. It, it was a girl who called, I just couldn't hear what her name was. I could hear who it was. Oh. Yes, yes, that was me. This is at 2:00- 2:09? 2:20 this, 2:20 this afternoon. 2:20? Yeah. 2:17-ish, uh, that's when I called. Okay. So, um... What I did though is, um, I talked to him and I think it's all set, but, uh, he, he was doing something. He's in, in the middle of doing something else, so I, uh, di... It was the hea-... Was it the health insurance or the life insurance you were asking me about? It was the life insurance. Beneficiary... Um, let's see. I think I have the beneficiary. Yeah, I have down the, the beneficiary. Um, it was just that the life insurance you had placed, that you wanted it for employee plus family. So we were just calling you- No, just employee. ... to confirm that. Employee only. Yeah. So you did- Myself. Yep. So you did get that change and then I have your, Mr. Daniel Murphy as your beneficiary from- Yeah. ... the form you had submitted. So yeah. Yeah. Everything did go- How much is the policy for, the life insurance policy? So up until the age of 64, it pays up to \$20,000. From 65 to- \$20,000? ... 60, yep. Okay. And, and then from 65, once you hit 65 up to age of 69, it goes to \$15,000 and then 70 and over it is 10, it goes to 10. To what? So at, once you hit the age of 65, it goes down to \$15,000. And then- A- After 70 what do you get? 70? Ten. What? Ten. \$10,000. \$10,000? Mm-hmm. Oh, okay. All right, thank you very much. No problem. Have a great evening. You too. You have a good day.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hu. How may I help you? Who is this user speaking with?

Speaker speaker\_1: Uh, John Murphy. I think you called here a little while ago-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... regarding, uh, my healthcare, my, my, uh, health insurance through HSS. Was that you?

Speaker speaker\_0: Um, I'm not sure. We can definitely take a look though. What is the last four digits of your Social?

Speaker speaker\_1: 3661... 3661.

Speaker speaker\_0: All right. And you said the last name, the last name's Murphy?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Can you verify your address and date of birth?

Speaker speaker\_1: Date of birth, April 10th, 1970.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Can you see who did the original call, who it was?

Speaker speaker\_0: I definitely can. I have your phone number, uh-

Speaker speaker\_1: 754-220-6426.

Speaker speaker\_0: Yes, sir. Um, let me take a look and see-

Speaker speaker\_1: So who, who did the original call?

Speaker speaker\_0: You did one-

Speaker speaker\_1: I couldn't, I couldn't hear... I couldn't hear the name on it.

Speaker speaker\_0: Okay. If you can just verify your address real quick, that'd be great.

Speaker speaker\_1: 4221 Palm Aire Drive West, uh, Apartment 105, Pompano Beach, Florida 33069. Did you see who it is or not?

Speaker speaker\_0: Yes. It was actually Mr. Justin.

Speaker speaker\_1: Well, before that. There was somebody who called. It, it was a girl who called, I just couldn't hear what her name was. I could hear who it was.

Speaker speaker\_0: Oh. Yes, yes, that was me. This is at 2:00-

Speaker speaker\_1: 2:09?

Speaker speaker\_0: 2:20 this, 2:20 this afternoon.

Speaker speaker\_1: 2:20?

Speaker speaker\_0: Yeah. 2:17-ish, uh, that's when I called.

Speaker speaker\_1: Okay. So, um... What I did though is, um, I talked to him and I think it's all set, but, uh, he, he was doing something. He's in, in the middle of doing something else, so I, uh, di-... It was the hea-... Was it the health insurance or the life insurance you were asking me about?

Speaker speaker\_0: It was the life insurance.

Speaker speaker\_1: Beneficiary...

Speaker speaker\_0: Um, let's see. I think I have the beneficiary. Yeah, I have down the, the beneficiary. Um, it was just that the life insurance you had placed, that you wanted it for employee plus family. So we were just calling you-

Speaker speaker\_1: No, just employee.

Speaker speaker\_0: ... to confirm that.

Speaker speaker\_1: Employee only.

Speaker speaker\_0: Yeah. So you did-

Speaker speaker\_1: Myself.

Speaker speaker\_0: Yep. So you did get that change and then I have your, Mr. Daniel Murphy as your beneficiary from-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the form you had submitted. So yeah.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Everything did go-

Speaker speaker\_1: How much is the policy for, the life insurance policy?

Speaker speaker\_0: So up until the age of 64, it pays up to \$20,000. From 65 to-

Speaker speaker\_1: \$20,000?

Speaker speaker\_0: ... 60, yep.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, and then from 65, once you hit 65 up to age of 69, it goes to \$15,000 and then 70 and over it is 10, it goes to 10.

Speaker speaker\_1: To what?

Speaker speaker\_0: So at, once you hit the age of 65, it goes down to \$15,000. And then-

Speaker speaker\_1: A- After 70 what do you get? 70?

Speaker speaker\_0: Ten.

Speaker speaker\_1: What?

Speaker speaker\_0: Ten. \$10,000.

Speaker speaker\_1: \$10,000?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Oh, okay. All right, thank you very much.

Speaker speaker\_0: No problem. Have a great evening.

Speaker speaker\_1: You too. You have a good day.