

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Adrian Jacobs. And how can I assist you? I'm calling for, uh, the benefits for my dog. Okay. What's the name of the staffing agency you work for? On Track Staffing. And the last four digits of your Social? 2565. All righty. And how long have you been working for On Track up here? Um, almost 30 days. Okay. And can you verify your address and date of birth, please? Uh, 1100 12th Street, Apartment B. I'm sorry, repeat that? 1100 12th Street, Apartment B. 613-1990. Right. And the city and state? New Albany. All righty. And I have your phone number as 614-817-8373? Correct. And I have your email address as adrianjacobs308@gmail.com? Correct. All righty. Taking a look here, you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today? What's all the benefits? So they offer medical, prescription coverage, dental, short-term disability, life insurance, vision, critical illness, group accident, which is additional coverage to your medical, preventative health, behavioral and mental health, and then identity theft protection. So I'd like the dental. Okay. And is the coverage for just yourself? Yes. Okay. Did you want to do anything else? So I can get it for someone else, like my child? Yep. That's cool. Yes, I'd like to get it for my child. Okay, so for you and your child. Did you want to do any other coverage? Say again. Would you like to do any other coverage? No. Okay, so dental for you and your child is \$9.59 a week. Okay. That's okay? All righty, so it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday, you guys become active and then later that week, you'll receive your card in the mail. Um, what is the name of your child? Jacari. J-a... I mean, my bad. Not J-A, but J-H... Hello? J-H... P-A-R-I, uh, I. I'm sorry. You sound really far. Can you repeat that? J-H... P-A-R-I. Please, you sound really far and muffled. Uh, hold on. Let me... Uh, I take it off. Hold on. Let me use the headphone. Yeah. The either... . Hello? Yes. Okay. Can you hear me now? Yes. All right. J-H... A... C-A-R-I. And the last name? Crenshaw. C-R-E... M-S-H-A-W. Okay. And his full Social? Dang. I don't even remember that. I can put all zeroes for now, and then when you have that on hand, just give us a call back and add that. Mm-hmm. Okay. What is his date of birth? Uh... I gotta get that, too. Right. Yeah, that wouldn't... I wouldn't be able to enroll him without the date of birth. Yeah. Well, see, we're just gonna cancel that for right now then. Okay, so you have 30 days from- I'll be able to add that later on or something? Right now, I would have to enroll you in employee only. You have 30 days from the 28th of October to add the s- your son up. Okay. Okay. So the coverage right now is going to be in place for you only. Um... Yeah. And then it'll be the same timeframe, one to two weeks. No, no, no, no, no. Say again? One to two weeks and then your... I said that'll be the same timeframe if you don't call, um, to add him back on. It'll take one to two weeks for your, your coverage to become active, and the card will be sent

with just your, with just employee coverage. Mm-hmm. Um, do you have any questions? No. All righty. Thank you so much for calling. You have a great day. Thanks. Oh, no, nothing here for me. No, that's it. They got everything.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. 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: Adrian Jacobs.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling for, uh, the benefits for my dog.

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

Speaker speaker_1: On Track Staffing.

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

Speaker speaker_1: 2565.

Speaker speaker_0: All righty. And how long have you been working for On Track up here?

Speaker speaker_1: Um, almost 30 days.

Speaker speaker_0: Okay. And can you verify your address and date of birth, please?

Speaker speaker_1: Uh, 1100 12th Street, Apartment B.

Speaker speaker_0: I'm sorry, repeat that?

Speaker speaker_1: 1100 12th Street, Apartment B. 613-1990.

Speaker speaker_0: Right. And the city and state?

Speaker speaker_1: New Albany.

Speaker speaker_0: All righty. And I have your phone number as 614-817-8373?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as adrianjacobs308@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. Taking a look here, you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today?

Speaker speaker_1: What's all the benefits?

Speaker speaker_0: So they offer medical, prescription coverage, dental, short-term disability, life insurance, vision, critical illness, group accident, which is additional coverage to your medical, preventative health, behavioral and mental health, and then identity theft protection.

Speaker speaker_1: So I'd like the dental.

Speaker speaker_0: Okay. And is the coverage for just yourself?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Did you want to do anything else?

Speaker speaker_1: So I can get it for someone else, like my child?

Speaker speaker_0: Yep.

Speaker speaker_1: That's cool. Yes, I'd like to get it for my child.

Speaker speaker_0: Okay, so for you and your child. Did you want to do any other coverage?

Speaker speaker_1: Say again.

Speaker speaker_0: Would you like to do any other coverage?

Speaker speaker_1: No.

Speaker speaker_0: Okay, so dental for you and your child is \$9.59 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: That's okay? All righty, so it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday, you guys become active and then later that week, you'll receive your card in the mail. Um, what is the name of your child?

Speaker speaker_1: Jacari. J-a... I mean, my bad. Not J-A, but J-H...

Speaker speaker_0: Hello?

Speaker speaker_1: J-H... P-A-R-I, uh, I.

Speaker speaker_0: I'm sorry. You sound really far. Can you repeat that?

Speaker speaker_1: J-H... P-A-R-I.

Speaker speaker_0: Please, you sound really far and muffled.

Speaker speaker_1: Uh, hold on. Let me... Uh, I take it off. Hold on. Let me use the headphone. Yeah. The either... . Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Can you hear me now?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. J-H... A... C-A-R-I.

Speaker speaker_0: And the last name?

Speaker speaker_1: Crenshaw. C-R-E... M-S-H-A-W.

Speaker speaker_0: Okay. And his full Social?

Speaker speaker_1: Dang. I don't even remember that.

Speaker speaker_0: I can put all zeroes for now, and then when you have that on hand, just give us a call back and add that.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: What is his date of birth?

Speaker speaker_1: Uh... I gotta get that, too. Right.

Speaker speaker_0: Yeah, that wouldn't... I wouldn't be able to enroll him without the date of birth.

Speaker speaker_1: Yeah. Well, see, we're just gonna cancel that for right now then.

Speaker speaker_0: Okay, so you have 30 days from-

Speaker speaker_1: I'll be able to add that later on or something?

Speaker speaker_0: Right now, I would have to enroll you in employee only. You have 30 days from the 28th of October to add the s- your son up.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So the coverage right now is going to be in place for you only. Um...

Speaker speaker_1: Yeah.

Speaker speaker_0: And then it'll be the same timeframe, one to two weeks.

Speaker speaker_1: No, no, no, no, no. Say again?

Speaker speaker_0: One to two weeks and then your... I said that'll be the same timeframe if you don't call, um, to add him back on. It'll take one to two weeks for your, your coverage to become active, and the card will be sent with just your, with just employee coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, do you have any questions?

Speaker speaker_1: No.

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

Speaker speaker_1: Thanks. Oh, no, nothing here for me. No, that's it. They got everything.