

## Transcript: Pearl

**Rojas-6432154232471552-4657890592473088**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who am I typically speaking with? Um, Cherise Powell. And how can I assist you? Um, I'm sorry? And how can I assist you? Okay. I was calling 'cause my husband, he's working for ManCan, and I think they just sent him a text message about his benefits. And I was wanting to know, how much is it for the benefit? So it depends what plan he chooses, um, 'cause everything is separate, medical, dental, vision, short term disability. They're all separate plans, and who he wants it to cover. Um- Mm-hmm. ... and then their weekly deductions. Okay. Well, how can we get information about how much it is, or could you email me something or- Of course, I can send you a copy of the benefit guide. Okay. Okay. Does it list the prices and everything? Yes, ma'am, with an email. Okay. Um, how about REEREE200577 at gmail. All righty. And this email's going to come from info at benefits in a card dot com. It should go to that inbox. If you don't see it in your inbox, check your spam or junk folder. Okay? Okay. And then if he decides to decline the insurance, we gotta give you a call back? Um, ManCan doesn't have auto enrollment. Let me just cover that. ManCan... So ManCan doesn't have auto enrollment, so if he doesn't want the coverage, he just simply doesn't do anything. Oh, okay. All right. Thanks so much. I appreciate it. Thank you. Have a good day. Uh-huh. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi.

Speaker speaker\_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who am I typically speaking with?

Speaker speaker\_2: Um, Cherise Powell.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I'm sorry?

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Okay. I was calling 'cause my husband, he's working for ManCan, and I think they just sent him a text message about his benefits. And I was wanting to know, how much is it for the benefit?

Speaker speaker\_1: So it depends what plan he chooses, um, 'cause everything is separate, medical, dental, vision, short term disability. They're all separate plans, and who he wants it to

cover. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and then their weekly deductions.

Speaker speaker\_2: Okay. Well, how can we get information about how much it is, or could you email me something or-

Speaker speaker\_1: Of course, I can send you a copy of the benefit guide.

Speaker speaker\_2: Okay. Okay. Does it list the prices and everything?

Speaker speaker\_1: Yes, ma'am, with an email.

Speaker speaker\_2: Okay. Um, how about REEREE200577 at gmail.

Speaker speaker\_1: All righty. And this email's going to come from info at benefits in a card dot com. It should go to that inbox. If you don't see it in your inbox, check your spam or junk folder. Okay?

Speaker speaker\_2: Okay. And then if he decides to decline the insurance, we gotta give you a call back?

Speaker speaker\_1: Um, ManCan doesn't have auto enrollment. Let me just cover that. ManCan... So ManCan doesn't have auto enrollment, so if he doesn't want the coverage, he just simply doesn't do anything.

Speaker speaker\_2: Oh, okay. All right. Thanks so much. I appreciate it.

Speaker speaker\_1: Thank you. Have a good day.

Speaker speaker\_2: Uh-huh. Bye-bye.