

## Transcript: Pearl

**Rojas-6545396848967680-5034971875557376**

### Full Transcript

Good afternoon. Thank you for calling Benefits in the Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Ricky and I'm calling on behalf, um, um, my friend, he's here next to me, Mahluf Barash. So he received a text on behalf the, uh, Resources Agency. He was... I believe he's hired, uh, so he needs to enroll in the, uh, for the insurance. Okay, through what agency? Uh, . Uh, Resources. Resources. The Resource? Okay, and the last four digits of his Social? . . . Uh, yes, one second. He's gonna give me his Social. . . . Okay, last four is, uh, eight, four, two, six. . And his address and date of birth? Uh, date of birth? . April 20, 1980. And his address? . Are you not work fake, uh, uh... . Hello? Yes, I'm here. His address? . The address, not the, uh... . Uh, 3414... 3414 Morris, Morris Farm Drive. Jamestown. And the city and state? Morris, Jamestown, North Carolina, 27282. Okay, and I have his phone number as 989-1602. Hold on. Let me, let me say, say it to him. . So his number is - 989... 989... 1602. 1602. Correct. Okay. And I have his email address as his last name, his first name, 815 at gmail.com. I'm sorry? His email address, it's his last name, his first name, 815 at gmail.com? Yes, 815 at... 815? Yeah. Yes, correct. . Okay, and what does he want to enroll in today? Uh, he's gonna, uh, for the insurance, uh, he's gonna start, for the coverage, he's gonna start work Monday. . Okay, so what coverage would he like, medical, dental, vision, short-term disability? Which coverage? . . So he wants to know, um, if he wanna do everything, everything in... And he wants to know about the price, the, the cost, like... So he got option of vision and dental and what else? Um, criti- critical illness, um, group accident, behavioral and mental health, short-term disability. What's usually the main one with, with, with, with you guys? Like, what's, what's people choose like fayf? So it just depends on each person's needs. Um, some people need, need to go to the doctor more than others. Oh. So it really does depend on the person. . So, h- uh, he's asking is, is, is, is, uh, what's the difference if he does, like, everything or just, uh, without, um, like, everything, uh, general and vision and, and, uh, what else? Uh, and dental. Okay, there's only one dental plan and one vision plan. There's no choices filled. There's only one plan. And then with medical, there is... there is two plans you can choose from, the VIP Classic for \$18.55 a week or the VIP Basic for \$15.50 a week. You said 18, \$18.50 a week and what's the other one? \$50 a week? It's \$18.55 a week, and then the other one is \$15.50 a week. So you got \$18.50 a week, you know, \$15 a week. fayf fayf fayf. . Yeah, he's gonna go with the, with the, with the one with the \$15 a week. Okay, is he gonna do dental and vision as well? .Hello? Yes. So did he want to do the dental and vision as well? Huh? Does he want to do the dental and vision as well? Yes, everything. And can y- can you tell us the, the, so the, the price for how much for a week? For medical, dental and vision, the weekly price is \$20.87. Thank you. Thank you. Uh. Yes. So he wa- he can add, add that one too. Okay. It does take, it does take one to two weeks for the staff at AGC to start making deductions. Once they do, the following

Monday you become active, and then later that week you receive your medical... I'm sorry, your dental and vision card in the mail and your medical goes to email. Okay. So it's going to be... So you mentioned that... So 15... So can you give us- ... the price for, for everything a, a month? No, no, no. We need the total for a month and see how much. So okay, so- Give me one moment. So it'll be about 40... It'll be about \$84 a month. Okay. That's good. All righty. Uh, it takes one to two weeks for the staff at AGC to start making deductions. Once they do, the next Monday he's active, and then later that week, she receives his card in, he'll receive his card in the mail. Okay. Do you have any questions? So, uh, like I said, I believe he's gonna start, um, Monday. He's gonna start Monday, uh, morning, so, uh, yeah, the card, you can send the card to the, the, the following address we gave you. Okay. Is there anything else? Oh. Can, can someone hand him the card when it's available or, or it needs to be mailed? No, it's mailed directly from the insurance company. Okay. I think we're, we're good. All righty. Thank you so much for calling eXpedia. Thank- thank you so much for your help. No problem. Thank you. Thank you. Yes.

## Conversation Format

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

Speaker speaker\_1: Hi, Pearl. My name is Ricky and I'm calling on behalf, um, um, my friend, he's here next to me, Mahluf Barash. So he received a text on behalf the, uh, Resources Agency. He was... I believe he's hired, uh, so he needs to enroll in the, uh, for the insurance.

Speaker speaker\_0: Okay, through what agency?

Speaker speaker\_1: Uh, .

Speaker speaker\_2: Uh, Resources.

Speaker speaker\_1: Resources.

Speaker speaker\_0: The Resource? Okay, and the last four digits of his Social?

Speaker speaker\_2: .

Speaker speaker\_1: .

Speaker speaker\_2: .

Speaker speaker\_1: Uh, yes, one second. He's gonna give me his Social.

Speaker speaker\_2: .

Speaker speaker\_1: .

Speaker speaker\_2: .

Speaker speaker\_1: Okay, last four is, uh, eight, four, two, six.

Speaker speaker\_2: .

Speaker speaker\_1: And his address and date of birth? Uh, date of birth?

Speaker speaker\_2: .

Speaker speaker\_1: April 20, 1980.

Speaker speaker\_0: And his address?

Speaker speaker\_2: .

Speaker speaker\_1: Are you not work *fake*, uh, uh...

Speaker speaker\_2: .

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes, I'm here.

Speaker speaker\_0: His address?

Speaker speaker\_2: .

Speaker speaker\_1: The address, not the, uh...

Speaker speaker\_2: .

Speaker speaker\_1: Uh, 3414... 3414 Morris, Morris Farm Drive.

Speaker speaker\_2: Jamestown.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Morris, Jamestown, North Carolina, 27282.

Speaker speaker\_0: Okay, and I have his phone number as 989-1602.

Speaker speaker\_1: Hold on. Let me, let me say, say it to him.

Speaker speaker\_2: .

Speaker speaker\_1: So his number is -

Speaker speaker\_2: 989...

Speaker speaker\_1: 989...

Speaker speaker\_2: 1602.

Speaker speaker\_1: 1602. Correct.

Speaker speaker\_0: Okay. And I have his email address as his last name, his first name, 815 at gmail.com.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: His email address, it's his last name, his first name, 815 at gmail.com?

Speaker speaker\_1: Yes, 815 at...

Speaker speaker\_2: 815?

Speaker speaker\_1: Yeah. Yes, correct.

Speaker speaker\_2: .

Speaker speaker\_0: Okay, and what does he want to enroll in today?

Speaker speaker\_1: Uh, he's gonna, uh, for the insurance, uh, he's gonna start, for the coverage, he's gonna start work Monday.

Speaker speaker\_2: .

Speaker speaker\_0: Okay, so what coverage would he like, medical, dental, vision, short-term disability? Which coverage?

Speaker speaker\_1: .

Speaker speaker\_2: .

Speaker speaker\_1: So he wants to know, um, if he wanna do everything, everything in... And he wants to know about the price, the, the cost, like... So he got option of vision and dental and what else?

Speaker speaker\_0: Um, criti- critical illness, um, group accident, behavioral and mental health, short-term disability.

Speaker speaker\_1: What's usually the main one with, with, with, with you guys? Like, what's, what's people choose like *fayf*?

Speaker speaker\_0: So it just depends on each person's needs. Um, some people need, need to go to the doctor more than others.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So it really does depend on the person.

Speaker speaker\_2: .

Speaker speaker\_1: So, h- uh, he's asking is, is, is, is, uh, what's the difference if he does, like, everything or just, uh, without, um, like, everything, uh, general and vision and, and, uh, what else? Uh, and dental.

Speaker speaker\_0: Okay, there's only one dental plan and one vision plan. There's no choices filled. There's only one plan. And then with medical, there is... there is two plans you can choose from, the VIP Classic for \$18.55 a week or the VIP Basic for \$15.50 a week.

Speaker speaker\_1: You said 18, \$18.50 a week and what's the other one? \$50 a week?

Speaker speaker\_0: It's \$18.55 a week, and then the other one is \$15.50 a week.

Speaker speaker\_1: So you got \$18.50 a week, you know, \$15 a week. *fayf fayf fayf*.

Speaker speaker\_2: .

Speaker speaker\_1: Yeah, he's gonna go with the, with the, with the one with the \$15 a week.

Speaker speaker\_0: Okay, is he gonna do dental and vision as well?

Speaker speaker\_2: .

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So did he want to do the dental and vision as well?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Does he want to do the dental and vision as well?

Speaker speaker\_1: Yes, everything. And can y- can you tell us the, the, so the, the price for how much for a week?

Speaker speaker\_0: For medical, dental and vision, the weekly price is \$20.87.

Speaker speaker\_1: Thank you. Thank you. Uh. Yes. So he wa- he can add, add that one too.

Speaker speaker\_0: Okay. It does take, it does take one to two weeks for the staff at AGC to start making deductions. Once they do, the following Monday you become active, and then later that week you receive your medical... I'm sorry, your dental and vision card in the mail and your medical goes to email.

Speaker speaker\_1: Okay. So it's going to be... So you mentioned that... So 15... So can you give us- ... the price for, for everything a, a month? No, no, no. We need the total for a month and see how much.

Speaker speaker\_0: So okay, so- Give me one moment. So it'll be about 40... It'll be about \$84 a month.

Speaker speaker\_1: Okay. That's good.

Speaker speaker\_0: All righty. Uh, it takes one to two weeks for the staff at AGC to start making deductions. Once they do, the next Monday he's active, and then later that week, she receives his card in, he'll receive his card in the mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: So, uh, like I said, I believe he's gonna start, um, Monday. He's gonna start Monday, uh, morning, so, uh, yeah, the card, you can send the card to the, the, the following address we gave you.

Speaker speaker\_0: Okay. Is there anything else?

Speaker speaker\_1: Oh. Can, can someone hand him the card when it's available or, or it needs to be mailed?

Speaker speaker\_0: No, it's mailed directly from the insurance company.

Speaker speaker\_1: Okay. I think we're, we're good.

Speaker speaker\_0: All righty. Thank you so much for calling eXpedia.

Speaker speaker\_1: Thank- thank you so much for your help.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Thank you. Thank you. Yes.