

## Transcript: Pearl

**Rojas-6561176556322816-6484656227794944**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl ... who do I have the pleasure of speaking with? Uh, hey, this is Malik Williams. And how can I assist you? Um, so I am employed through Surge Staffing and I'm having a really bad toothache, and they told me to call y'all to get my, um, my insurance number, or card, or whatever, so I can go ahead and get new... Okay. What is the last four digits of your social? 5910. All righty, Mr. Malik. Give me one moment. Okay. Okay. And what is your address and date of birth? Hello? Hello, Mr. Williams? Hello? Mr. Williams? H- oh, s- sorry. It was connected to my Bluetooth. Let me turn it off real quick and... Mm-hmm. Okay, I can hear you now. Okay. And what is your address and, and date of birth? Uh, 736 Mountain View Road, Anderson, South Carolina. And my birthday is July 20th, 1998. All righty. And I have your phone number as 824-2943. Yes, ma'am. And I have your email address as malikwilliams5910@gmail.com? Yes, ma'am. Okay. So at the moment, your coverage is still pending. Um, it has- Okay. ... not gone into effect. Uh, it looks like it was processed on the... Uh, it looks like it was actually processed today. It takes one to two weeks to become active. After you see that first deduction the following Monday, you're active, and then later that week you'll receive your dental. Let's see what you have here. Um. Well, you're only enrolled in the preventative health plan. Oh, he told me I was... I had dental. Is there any way I can change... Do I have to go there? Um, no, 'cause, uh... So you didn't... You didn't enroll online and have it that you... you had logged in. Let me see if you're still eligible to make those changes. Give me one second. Let's see. 20... Let's see here. March 20th. Uh, 30 days. Okay. So you're still eligible to enroll in coverage, so let me go ahead and... You just want to add dental? Yeah, just dental. Okay. Did you want to keep that preventative health plan or just do dental? Uh, just dental. Okay. So that's gonna bring your weekly, weekly deductions to \$4.17. Okay. Um, it will take one to two weeks to process. After you see that first deduction the following Monday, you're active. And then later that week, you'll receive your card in the mail. If you need to go before you s-... receive the card in the mail, but after you receive your first deduction, you can call us about Wednesday and usually a virtual copy is ready. Okay. And then is there anything else I can assist you with? Ma'am? Is there anything else I can assist you with? Oh, no. I'm fine. All right. Well, thank you so much for calling. You have a great day. You too.

### Conversation Format

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

Speaker speaker\_1: Uh, hey, this is Malik Williams.

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

Speaker speaker\_1: Um, so I am employed through Surge Staffing and I'm having a really bad toothache, and they told me to call y'all to get my, um, my insurance number, or card, or whatever, so I can go ahead and get new...

Speaker speaker\_0: Okay. What is the last four digits of your social?

Speaker speaker\_1: 5910.

Speaker speaker\_0: All righty, Mr. Malik. Give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And what is your address and date of birth? Hello? Hello, Mr. Williams? Hello? Mr. Williams?

Speaker speaker\_1: H- oh, s- sorry. It was connected to my Bluetooth. Let me turn it off real quick and...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, I can hear you now.

Speaker speaker\_0: Okay. And what is your address and, and date of birth?

Speaker speaker\_1: Uh, 736 Mountain View Road, Anderson, South Carolina. And my birthday is July 20th, 1998.

Speaker speaker\_0: All righty. And I have your phone number as 824-2943.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as malikwilliams5910@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So at the moment, your coverage is still pending. Um, it has-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... not gone into effect. Uh, it looks like it was processed on the... Uh, it looks like it was actually processed today. It takes one to two weeks to become active. After you see that first deduction the following Monday, you're active, and then later that week you'll receive your dental. Let's see what you have here. Um. Well, you're only enrolled in the preventative health plan.

Speaker speaker\_1: Oh, he told me I was... I had dental. Is there any way I can change... Do I have to go there?

Speaker speaker\_0: Um, no, 'cause, uh... So you didn't... You didn't enroll online and have it that you... you had logged in. Let me see if you're still eligible to make those changes. Give

me one second. Let's see. 20... Let's see here. March 20th. Uh, 30 days. Okay. So you're still eligible to enroll in coverage, so let me go ahead and... You just want to add dental?

Speaker speaker\_1: Yeah, just dental.

Speaker speaker\_0: Okay. Did you want to keep that preventative health plan or just do dental?

Speaker speaker\_1: Uh, just dental.

Speaker speaker\_0: Okay. So that's gonna bring your weekly, weekly deductions to \$4.17.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, it will take one to two weeks to process. After you see that first deduction the following Monday, you're active. And then later that week, you'll receive your card in the mail. If you need to go before you s... receive the card in the mail, but after you receive your first deduction, you can call us about Wednesday and usually a virtual copy is ready.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then is there anything else I can assist you with?

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: Oh, no. I'm fine.

Speaker speaker\_0: All right. Well, thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.