

## Transcript: Pearl

**Rojas-6662667139465216-4884605439754240**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is , who are you speaking with? Hello, um, this is DeJohn Morris. They told me to call in and, uh, set up my benefits because I didn't fully understand what I was doing. Okay, what's the name of the staffing agency you work for? Uh, HHS. You mean HSS? I apologize. You're fine, and the last four digits of your Social? Last four digits 289. All righty, and if you can verify your address and date of birth? My address is 6616 South Evans Avenue, Apartment One, and my date of birth is 10-30-97. Okay, and what's the city and state there? Chicago, Illinois. Okay, and I have your phone number as 773-415-4776? Yes, ma'am, that is correct. And I have your email address as dejohn14@gmail.com? Yes, ma'am, that is correct. Okay, I actually have here that we did receive a form, um, from you that you filled out from HSS. That you chose coverage and then you chose no coverage, you choose not to participate, um- Because I really didn't understand that, I, I apologize. I didn't know, like, uh, okay, so I seen that it was, like, money involved or anything like that, but I have, um, I have County Care, so I didn't know if I had to apply for it or not, and then once I seen that option at the bottom, I just chose that option. So that's, I could see how I could be confused. Okay, so you don't want the coverage? I mean, I can take the coverage. I, I see that it would be a deduction out of my check, though. That's the only thing that I, made me skeptical about it. But, um- Yeah. ... I, um, if it's benefits from the job, I'll take it. Um, I seen, I, uh, calculated it and everything, I'm pretty sure it's no more than \$40, \$50 out of your check. Okay, and which plan would you want to enroll in? Um, the first, the first line, uh, or is it possible I could choose family? I don't know. I, I really don't know which one is the best option. So that's why I chose the first one. The first one of what? Um, like I, I think it's categorized as in, like, um, individual, family, um, kids or... I, I don't remember how it's, uh, categorized, but it's, like, different columns. Yeah, so you can- I just chose the first column. Yeah, so you can choose employee, employee plus spouse, employee plus children, or employee plus the whole family. Yeah. It just depends. I could just do employee. I'm sorry, what was that? I could just do employee. I apologize. Okay, and which plan are you wanting to enroll in? 'Cause all the plans are separate. Uh, just the employee one. No, but which plans? Medical, dental, vision, short-term disability, health insurance, which plans? All, all of them. It's, it's okay. Okay, so the VIP standard, FreeRx, free, um, dental, short-term disability, life insurance, vision, critical illness, group accident, um, preventive health, behavioral health and ID experts? Yes. Okay, so the, the weekly deductions are going to be at \$50.82. Okay. Is that fine? Yeah, that's okay. Okay, so we'll take one to three weeks for the staffing agency to start making deductions. Once they do, the following Monday, you become active and then later that week, you'll receive your dental, vision and preventive health cards in the mail, and your medical will go to your email. All right, thank you. Yeah, what, who, um, do you know who would you want to put down for your beneficiary on that life insurance? My

daughter. What's her name? Azora Morris. Spell that first name for me. That would be A-Z-O-R-A. The A and the Z is hyphenated. It, um, it's like a, a hyphen in between, Z. All righty. All right, I got that information. Is, so was there anything else I can assist you with today? Um, that is all, that is all. I just needed someone to, uh, help me with that because when I did it, I was actually confused. I didn't want to add on anything or take away any money, that's all. All righty. Thank you so much for calling. You have a great day. Same to you, ma'am. Bye-bye. Thank you. No problem. Bye-bye.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is , who are you speaking with?

Speaker speaker\_1: Hello, um, this is DeJohn Morris. They told me to call in and, uh, set up my benefits because I didn't fully understand what I was doing.

Speaker speaker\_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, HHS. You mean HSS? I apologize.

Speaker speaker\_0: You're fine, and the last four digits of your Social?

Speaker speaker\_1: Last four digits 289.

Speaker speaker\_0: All righty, and if you can verify your address and date of birth?

Speaker speaker\_1: My address is 6616 South Evans Avenue, Apartment One, and my date of birth is 10-30-97.

Speaker speaker\_0: Okay, and what's the city and state there?

Speaker speaker\_1: Chicago, Illinois.

Speaker speaker\_0: Okay, and I have your phone number as 773-415-4776?

Speaker speaker\_1: Yes, ma'am, that is correct.

Speaker speaker\_0: And I have your email address as dejohn14@gmail.com?

Speaker speaker\_1: Yes, ma'am, that is correct.

Speaker speaker\_0: Okay, I actually have here that we did receive a form, um, from you that you filled out from HSS. That you chose coverage and then you chose no coverage, you choose not to participate, um-

Speaker speaker\_1: Because I really didn't understand that, I, I apologize. I didn't know, like, uh, okay, so I seen that it was, like, money involved or anything like that, but I have, um, I have County Care, so I didn't know if I had to apply for it or not, and then once I seen that option at the bottom, I just chose that option. So that's, I could see how I could be confused.

Speaker speaker\_0: Okay, so you don't want the coverage?

Speaker speaker\_1: I mean, I can take the coverage. I, I see that it would be a deduction out of my check, though. That's the only thing that I, made me skeptical about it. But, um-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... I, um, if it's benefits from the job, I'll take it. Um, I seen, I, uh, calculated it and everything, I'm pretty sure it's no more than \$40, \$50 out of your check.

Speaker speaker\_0: Okay, and which plan would you want to enroll in?

Speaker speaker\_1: Um, the first, the first line, uh, or is it possible I could choose family? I don't know. I, I really don't know which one is the best option. So that's why I chose the first one.

Speaker speaker\_0: The first one of what?

Speaker speaker\_1: Um, like I, I think it's categorized as in, like, um, individual, family, um, kids or... I, I don't remember how it's, uh, categorized, but it's, like, different columns.

Speaker speaker\_0: Yeah, so you can-

Speaker speaker\_1: I just chose the first column.

Speaker speaker\_0: Yeah, so you can choose employee, employee plus spouse, employee plus children, or employee plus the whole family.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: It just depends.

Speaker speaker\_1: I could just do employee.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: I could just do employee. I apologize.

Speaker speaker\_0: Okay, and which plan are you wanting to enroll in? 'Cause all the plans are separate.

Speaker speaker\_1: Uh, just the employee one.

Speaker speaker\_0: No, but which plans? Medical, dental, vision, short-term disability, health insurance, which plans?

Speaker speaker\_1: All, all of them. It's, it's okay.

Speaker speaker\_0: Okay, so the VIP standard, FreeRx, free, um, dental, short-term disability, life insurance, vision, critical illness, group accident, um, preventive health, behavioral health and ID experts?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so the, the weekly deductions are going to be at \$50.82.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is that fine?

Speaker speaker\_1: Yeah, that's okay.

Speaker speaker\_0: Okay, so we'll take one to three weeks for the staffing agency to start making deductions. Once they do, the following Monday, you become active and then later that week, you'll receive your dental, vision and preventive health cards in the mail, and your medical will go to your email.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: Yeah, what, who, um, do you know who would you want to put down for your beneficiary on that life insurance?

Speaker speaker\_1: My daughter.

Speaker speaker\_0: What's her name?

Speaker speaker\_1: Azora Morris.

Speaker speaker\_0: Spell that first name for me.

Speaker speaker\_1: That would be A-Z-O-R-A. The A and the Z is hyphenated. It, um, it's like a, a hyphen in between, Z.

Speaker speaker\_0: All righty. All right, I got that information. Is, so was there anything else I can assist you with today?

Speaker speaker\_1: Um, that is all, that is all. I just needed someone to, uh, help me with that because when I did it, I was actually confused. I didn't want to add on anything or take away any money, that's all.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Same to you, ma'am.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem. Bye-bye.