

## Transcript: Pearl

**Rojas-6686008375459840-5378220344950784**

### 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? Hello, Pearl. My name's Chris Czekaluk. How are you? I'm good. And yourself? Mm. Very good, thank you. Uh, I am calling- I- Go... What's that? Go ahead. Okay. Uh, I'm calling 'cause I'm, I'm currently enrolled with, uh, Benefits in a Card, and I'm looking at making some changes for my next plan year. Okay. What's the name of the staff agency you work for? Oxford. Oxford Global- And the last four digits of your social? 3654. You probably have, you might have it under James. I don't know. First name versus middle name. I use my middle name. Okay,..... year. What's that? What's your whole name? James Christopher Czekaluk. Uh, repeat your last name? Czekaluk. C-H-E-K-A-L-U-K. Okay, here we are. And I need to hear from your address and date of birth. Uh, 2700 Hillcrest Drive in Dyer, Indiana, and birth date, which was July 20th, 1965. All righty. And I have your phone number as 219-226-8721. Mm, yeah, that sounds right. And I have your email address as your last name @sbtglobal.net. That's fine. All righty. And your company is currently in open enrollment, so what kind of changes are you wanting to make? Um, my, um, well, well, two things. First of all, I want to make it, you know, just employ, cover for employee-owned and myself only. Okay. And then secondly, I'm curious about the short-term disability. Um, I don't know, like, I didn't see any information that talked about what was covered, what was not covered or anything like that. Is there any kind of documentation or anything th- that clarifies what that stuff is? Um, mm, I don't believe on the bene- on the guide it tells you exactly what's covered. I can give you the phone number to American Public Life that does the short-term disability. Um, and they'll be able to give you a list of covered, um, covered injuries. Let me just make sure there's nothing here that I can actually send you. Bear with me. No, I'm not seeing... No, I'm not showing anything that shows, um, like, a list of covered injuries or illnesses, but I can definitely, um, get you over to them when you're, when I'm, when we're done, um, to talk about that. Or I can send you over first, that way you can see if you w- actually want the short-term disability. However you prefer. Okay. So, um, so then I guess I, if I'm... So the open enrollment period is through, what, the 15th, I think? Is that right? Or is it not? The 18th. The 18th. Okay. So, okay, so I'm, yeah, I can/ If you transfer me over there, and then I can decide what I wanna do. And obviously, I, I, I'm assuming I can make any other changes I want between now and the 18th then, right? Correct. Mm-hmm. Yeah. Okay. Yeah, I guess if you could transfer me over there, that'd be useful. All righty. So you, so you've agreed- Oh, do you also/ Question. Do you have a phone number for them? If it's not just a transfer phone? Yes. As soon as you're ready. Okay, I'm ready. 800-256- Okay. 256- 8606. 8606. Okay. All righty. I'll go ahead and get you over there. Thank you so much for calling. Okay. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: 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\_2: Hello, Pearl. My name's Chris Czekaluk. How are you?

Speaker speaker\_1: I'm good. And yourself?

Speaker speaker\_2: Mm. Very good, thank you. Uh, I am calling-

Speaker speaker\_1: I-

Speaker speaker\_2: Go... What's that?

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Okay. Uh, I'm calling 'cause I'm, I'm currently enrolled with, uh, Benefits in a Card, and I'm looking at making some changes for my next plan year.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: Oxford. Oxford Global-

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 3654. You probably have, you might have it under James. I don't know. First name versus middle name. I use my middle name.

Speaker speaker\_1: Okay,..... year.

Speaker speaker\_2: What's that?

Speaker speaker\_1: What's your whole name?

Speaker speaker\_2: James Christopher Czekaluk.

Speaker speaker\_1: Uh, repeat your last name?

Speaker speaker\_2: Czekaluk. C-H-E-K-A-L-U-K.

Speaker speaker\_1: Okay, here we are. And I need to hear from your address and date of birth.

Speaker speaker\_2: Uh, 2700 Hillcrest Drive in Dyer, Indiana, and birth date, which was July 20th, 1965.

Speaker speaker\_1: All righty. And I have your phone number as 219-226-8721.

Speaker speaker\_2: Mm, yeah, that sounds right.

Speaker speaker\_1: And I have your email address as your last name @sbtglobal.net.

Speaker speaker\_2: That's fine.

Speaker speaker\_1: All righty. And your company is currently in open enrollment, so what kind of changes are you wanting to make?

Speaker speaker\_2: Um, my, um, well, well, two things. First of all, I want to make it, you know, just employ, cover for employee-owned and myself only.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then secondly, I'm curious about the short-term disability. Um, I don't know, like, I didn't see any information that talked about what was covered, what was not covered or anything like that. Is there any kind of documentation or anything th- that clarifies what that stuff is?

Speaker speaker\_1: Um, mm, I don't believe on the bene- on the guide it tells you exactly what's covered. I can give you the phone number to American Public Life that does the short-term disability. Um, and they'll be able to give you a list of covered, um, covered injuries. Let me just make sure there's nothing here that I can actually send you. Bear with me. No, I'm not seeing... No, I'm not showing anything that shows, um, like, a list of covered injuries or illnesses, but I can definitely, um, get you over to them when you're, when I'm, when we're done, um, to talk about that. Or I can send you over first, that way you can see if you w- actually want the short-term disability. However you prefer.

Speaker speaker\_2: Okay. So, um, so then I guess I, if I'm... So the open enrollment period is through, what, the 15th, I think? Is that right? Or is it not?

Speaker speaker\_1: The 18th.

Speaker speaker\_2: The 18th. Okay. So, okay, so I'm, yeah, I can/ If you transfer me over there, and then I can decide what I wanna do. And obviously, I, I, I'm assuming I can make any other changes I want between now and the 18th then, right?

Speaker speaker\_1: Correct. Mm-hmm.

Speaker speaker\_2: Yeah. Okay. Yeah, I guess if you could transfer me over there, that'd be useful.

Speaker speaker\_1: All righty. So you, so you've agreed-

Speaker speaker\_2: Oh, do you also/ Question. Do you have a phone number for them? If it's not just a transfer phone?

Speaker speaker\_1: Yes. As soon as you're ready.

Speaker speaker\_2: Okay, I'm ready.

Speaker speaker\_1: 800-256-

Speaker speaker\_2: Okay. 256-

Speaker speaker\_1: 8606.

Speaker speaker\_2: 8606. Okay.

Speaker speaker\_1: All righty. I'll go ahead and get you over there. Thank you so much for calling.

Speaker speaker\_2: Okay. Thank you.