

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi. I got a text message from, uh, the company I work for called Nor Staffing and gave me this information, so I figured let me call and find out what it's all about. It says, "Benefits in a Card." Okay. So yeah, so, um, we are a plan administrator for health insurance benefits and Nor Staffing has recently swapped to using us for that purpose. Uh, so it's just letting you know that, um, it, y- you, you are eligible to enroll into insurance benefits through Nor Staffing as they have recently had to make that change. If you're not interested in enrolling in any health insurance benefits from them, you can just disregard it. Um, so what health benefits am I getting? Um... So, it, it, that depends on if you, if you were previously enrolled in the health insurance through Nor, then you've been enrolled into similar insurance, um, from their previous administrator to us. But if you didn't, if you weren't enrolled in the first place, then you have the option to enroll now. Okay, so can I enroll with you? Yeah. Um, let's see here. Let me see if... We should have a file on the system for you. Uh, what's the last four of your Social? Uh, 4796. And your first and last name? Michelowski. M-I-C-H-E-L-O-W-S-K-I. Thank you. Can you verify your address and your date of birth for me? 979 East 31st Street, Brooklyn, New York, 11210. 10/27/1959. Thank you. And then we have a phone number on file for you at 347-213-2102? Yes. That's on- Okay. ... Enrolled in... If I was enrolled in any plan, I had no knowledge of it, um, so, um- Yeah, I'm not seeing... Yeah, there's no enrollment on file here, meaning that you didn't have anything through Nor Staffing previously, um, so you're just eligible to enroll into benefits if you want to. Um, let's see here. Now, as far as what's available, let me pull that information up. There's a couple of different options for medical insurance, um, one called the Stay Healthy MEC Plan. This plan covers things like physicals, vaccines, cancer screenings and other preventative care services. However, um- Okay. ... any sort of standard doctor's visits, like for sickness or injury or anything like that, um, this plan would not cover those kinds of visits. Okay. The next plan is the VIP Classic, uh, this plan will cover things like those doctor's visits, hospital visits, um, prescriptions and services like that. Um, where this, uh, the only thing is that this plan w- will not cover any sort of preventative care services, so those, again, those physicals, those vaccines and things like that are not covered under VIP Classic. And then finally, there's the Elite Pro Plan, which is another medical policy, kind of in the similar vein of VIP Classic, um, where VI, where Elite Pro differs though is as far as what it covers, it's more, it's pretty much the same things. Um, however, uh, the biggest difference is that VIP Classic is lesser dollar amount coverage for more time, whereas Elite Pro is more dollar amount coverage for less time. Um, so as an example, like say if you have to stay in the, in the hospital overnight, um, VIP Classic will cover that for 30 days, but it'll I- only cover \$50 per day, whereas under Elite Pro, it'll cover \$400 per day for that, for that stay, but it'll only cover you for five days. Right. Right. Um- Now,

what if I already ha- What if I, uh, if I have health insurance already? Then... If you already have health insurance and you don't want any health insurance from Nor Staffing, you can just completely disregard anything related to those benefits, um, because it's not a requirement. You're not, you're not being told that you have to enroll into this benefit if you're employed through them. Right. Right. Uh- Yeah, 'cause like I said, I, um... This is probably the first time I heard about it, that through Nor Staffing we were, we were, you know, able to get health insurance. Uh, that was something I never knew about, so... And I've been with y- basically since 2016, so... Yeah, but I didn't know anything about it. Y- y- yeah, so I didn't know anything about it and... But I do have, you know, I do have medical, you know, A, parts A, B, C and D and, and stuff, so I'm, I think I'm pretty well covered with that. Okay. Yeah, no, it's like I said, it's just letting you know that that's, that's available, and then as, as well as, like, not only just medical, Nor also offers, like, vision, dental, life insurance. Okay. That's what I was just gonna ask you about. What about a vision and dental plan? What does that cover? So vision, vision is pretty... It's very straightforward actually. Um, your co-pay for an eye exam, you only pay \$10 for that. Um, your- Okay. ... co-pay for your lenses and frames, you're only gonna pay \$25 for that. And then, um, the insurance will pay up to \$130 as a frames allowance, with you just being responsible for anything over that for whatever style of frames you select. That plan now also- Well, I- I- I just... Yeah. I just get basic, um, I'm not wearing them outside, these are basically just reading glasses for me. Understood. Now, um, before I get into any pricing, uh, information, I do have to ask just so I'm giving you the right information, if you were to enroll into anything, who all are you covering? Just yourself or do you have any dependents you're covering? Just myself. Got it. So if you w- if you were to enroll into vision, that would be \$2.42 out of your check every week. Um... and then, and then dental is also fairly straightforward. Um, preventative services, like your routine cleanings, are covered at 100% with no deductible requirement. Um, basic services, like a cavity filling, an X-ray, a simple extraction, um, those are covered at 80% after you've met a \$50 deductible. Um, but major services, so things like the surgeries, the root canals, crowns, those kinds of services, um, the dental plan offered through, uh, by NOOR through us, um, that, it doesn't cover those kind of services. Okay. Okay. Yeah. So, either, well, basically I'd be paying out of pocket, you know? Either i- Yeah. ... if I, you know- Right. ... I, I look at it for dental. Um, okay, I, I will do the vision though. Okay. Yeah. I'll do the vision. We, we can definitely do vision. And just vision now, um, just to kinda give you an idea of what else is available, there's also a short-term disability- Yeah. ... um, critical illness, group accident, term life insurance, behavioral health for things like therapy and counseling, and then an identity protection plan. Um, were you interested in any of those? Okay. Um, okay. So, we'll go from the bottom up. The identity protection program, what is that? Is that like, um, McAfee or Norton co- something in that aspect? Probably similar. Um, it's handled through a company called IDX. Uh, they just monitor your personally identifiable information such as like your Social Security number, any passwords, any social media accounts you may have, um, things like that, monitor, like, the dark web to make sure that no one's trying to grab your identifiable information to perform any fraudulent actions. If something does get past their protections, they do have measures in place to recover your information, protect it, uh, see where the holes were to protect them better, as well as, um, help you from being subject to any fallout from any sort of fraudulent action, uh, to, like, kind of prote- prevent... Ah, sorry, protect you from any sort of blowback from that. And what does that cost? Uh, that is \$1.80 a week. Okay. So I'll do that one too. Right. And I forgot the other

one that you mentioned. Uh, okay, w- So, going, going backwards, the next thi- the thing I had mentioned before that was a behavioral health policy- Oh. ... for, uh- No. ... things like therapy and counseling. Oh, life insurance. Life insurance. Okay. Mm, so question about that. Term life means it ends that when? At 85? Um, let's see here. The only information... Now, I will be transparent with you. We are just the enrollment admin. We're not the actual insurance carrier. So, some information I may not have. The only information I know regarding the term life is that it, at the, um... I believe it's at the age of 65, the benefit amount reduces by 25%. And then at the age of 70, it reduces another 25%. Um, and it... Now, it is a very, very cheap life insurance policy. It's only, it's only, um, \$0.60 a week. As a result, it is a s- it is kind of a small policy. At maximum, it's, it's gonna cover the employee at \$5,000. So it's only gonna, i- it's, so it's gonna be... I'm gonna g- god forbid I pass away. My, whoever my dependant is, is gonna get just \$5,000? At maximum. Yes, sir. But if I'm already at 65, that means in what? It'd be \$5,000... It reduces by- It would be like 37.50. Something like that. Y- yeah, it would be 37.50. And then at 70, it would go down to \$2,500. Correct. All right. So a- now, it ends at 70 or... Uh, no. The, um, it's just at 70 it reduces at, uh, uh, that additional 25% for a total reduction of 50% of the original benefit amount. Um, it says, as far as termination of coverage, um... An- okay, per the information that we have access to, verbatim, it says, uh, "Terminate, uh, will cease on the earliest of these dates, either the date that the rider terminates, the date when the entire accidental death and dismemberment is paid, the date the person's coverage ends under the certificate." So it look, it looks like it, it... The only thing that happens as far as that is that it's going to reduce to that \$5,000 at s- at, once you're 70 years old or, or more. And then it, and that's kind of where it stays until you either, you either, um, drop the policy or it gets paid out, or you r- or you leave NORSTAFFING's employee, and as such, are no longer eligible for the plan. Right. Which, that's what would happen with me is if I, if I decide to retire, then, you know, I would be leaving NORSTAFFING. So- Right. I mean, it's, I mean, what? Six- did you say \$0.60 a week? Yes, sir. \$0.60 a week. I mean, what the hell? It can't hurt. I mean, \$0.60 is, uh, half a Beagle. ... all right, here we go. Yeah, you have to look, you have to look at it in the funny ways, you know, like, uh, you, you, when you wanna do something, you gotta say, "Well..." like I, I look at some of these people, they, they don't wanna get something, give up one, one frickin' coffee of your stocks a week, and it's only five doll... I, I, I don't understand people, you know what I mean? It's like you, you're spending \$5 for, uh, a cup of coffee, where that \$5 could benefit you in the long run, God forbid something should happen to you. I, I, I could never understand those people. Exactly. No, I, I definitely get that. I, I look at it and it's just like, there's... Frivolous spending is, is, is what it is. Yeah, mm-hmm. It, it's just, you're, you're looking at is like, this could have gone to something a lot more beneficial. Yes. Yes. And but, you know, you shake your head, you're like, "I, I don't under-" and you're, you're reasoning as to not doing the right thing, instead of doing... Not doing the right thing. I mean, because I shoulda done these things a long time ago. You know? Um... And, you know, now, um, um, work, work, work, work, work, you know, all the money I'd been on vacation, I went to Arizona, I, I started doing things I should've been doing with my life. But no, I just decided to work, work, work, spend fr- spend my money frivolously, and um... And you know what? I'm not getting any younger. I'm 65. Uh, I'm in good health. So I'm gonna, I'm gonna work another, you know, three, five years. I'm a bartender, I do corporate catering, and I'm having fun with it. I'm not gonna, you know, I'm not gonna just be one of those guys that says, "You know what? I'm gonna go on Social Security." Social Security only pays me \$1600 a month. It's like,

"Really? That's all you're giving me? \$1600 a month?" What... Where am I gonna live? You know? Ex- Exactly. That's just, that's, that is 100% not feasible in this economy. No. I can go to DR. I, my, one of my friends at work, she's from Thailand. She goes, "Go to Thailand." She goes, "You can, you'd live like a, a frickin' king." Ex- I'm like, "But you need the-" I've, I've seen that. Um, I remember, uh, my wife and I, we were talking about a, the, we were talking about possibly taking a trip to Japan, and realizing that \$500 is probably, is probably worth, like the equivalent, \$500 is, um, that's, that's like two, three, four months' salary over, over in Japan, or something to that effect. Yeah. Yep. Yep, yep, yep. You know, we have family in Greece, so my brother-in-law and my sister- brother-in-law wanna do dual citizenship. Right. And I'm like, "Sh- you, you know what? I'll go live over there for six months. I'll find something to do over there for six months." Gotta be cheaper than living here. Yes, sir. Yes, sir. Definitely. Yeah. So... Okay, so what else do I need to do now? So you have my information. Um- Right. So we're looking at, uh, so just to confirm, we're looking at, uh, it was the Identity Protection, the Vision, and the Life Insurance, all three for just yourself. Um, just to, just to confirm, were there any other plans that you wanted to add on, or were we looking, we sticking with just these three? Just those three. Got it. Total for that is \$4.82 per week. Do we authorize North Staffing to make those deductions per paycheck? Yes, you do. All right. So we're gonna go ahead and enter that into the system here. Um, now, who are we naming as the beneficiary for the life insurance policy? Okay, so my sister. Her name is Diane, D-I-A-N-E. Last name is Butch, B-U-T-C-H. Got it. All right, so we'll go ahead and put that on there. Now, it's gonna take about one to two weeks for the enrollment to process. That's fine. Once everything processes, you should start seeing that \$4.82 coming out of your checks. The Monday after that first deduction is when policies are effective, and you should get a vision card about, uh, should take about a week or two transit time to show up at your mailbox. Um, if you don't get it by then, or if you need it any sooner, just give us a call. We'll see if we can at least get that information over to you. No problem. No problem. I, I, you know what? I don't even look at my checks. So it was- I just, I just... Yeah. I just- ... it was, it was to be a pleasant surprise. Yeah. You know what? Yeah. So if I need, uh, like I said, uh, the ben- the, the protection program. Um, the main thing is that I, they did, um... When, uh, when I went on Medicare, I think, Medicare... Don't know what the hell I'm on. Medicare, Medicaid, I don't know. Um, I lose my vision and dental. Right. Right. So, so I'm like, "Damn." All right, you know, so I, I figure, well, I gotta pay for it out of pocket anyway, so this plan here is, you know, very... 52 weeks, even though I'm paying \$2 a week, that's only \$100.00. You know? Right. So, um, you know, better- listen, I'd rather have it... It's better to have it and not need it, than to need it and not have it. Of course, definitely. I, that's, yeah, just... I, I'm gonna be honest with you, sir. I don't understand why don't, why more people don't have that philosophy. But then again, I, I don't know with these people. Y- y- y- y- you know, uh, yeah. It's, uh, you know, we, we sat down, like I went- I was... I sat down with my sister, my brother-in-law, my niece, and we were laughing and kidding around. I said, "You know, yeah, I know I'm not getting any younger here. I gotta sit down one of these days, before I get back into this really hectic busy season with weddings and communions and all these things in the, in the catering world." Right. I gotta just sit down and get all my banking information down for my gov- you know, from my sister, my niece. God forbid something should happen to me, the government doesn't get my money. Right. Um, you know, my, God forbid something should happen, all my bills are taken care of. You know, like, this little life insurance policy, you know what? It's... For now, um, actually

looking into getting a life insurance policy through AAA. They got some really good policies. Um, you know. Um, so, so I just had one more question to ask you. I mean, I don't know if you could answer it or, um... Term life insurance, does that mean... So, like, when they... Say if you're 65. Like on TV they tell you whatever this... From whatever plan is on TV, it says from... You can enroll from 65 to 80 in term life insurance. Now, um, under the presumption... So if I'm 80 years old and I'm still paying, I should have life insurance. Yes, sir. Or does it end at 80? No, I- I am... I have not seen... So to my knowledge, to my best knowledge, I have not seen any documentation anywhere stating that there's... That there is a, um... Like there is a maximum age for how long you... For, for when you can be on this policy. So... Okay. As, as long, as long as you're paying into it, you will have it. Okay, cool. All right. Um, a- a- and the part that sticks is... You know, you would think the older you, the cheaper it would get, instead of the older you get, the more they want to charge for it. So you don't... You can't afford it. Y- y- you know what I mean? It's like, at 64, my, my insurance would have been \$98 for 100... \$98 a month for \$100,000. Right. Now, one day later when you turn 65, it goes up to \$140 a month. Right. It's about... It's \$50 a month extra and for, for just a singular day's worth of time which just... That just doesn't make any sense to me, but what do I know? They're in the wrong business. I need to start my own, uh, insurance company. Yes, sir. Definitely. Well, young man- Oh, man. What is your name again? I'm sorry. My name is Chris. Chris, thank you very much for everything. No problem. This is Mike from ... I wanted to talk to you. Was there anything else I could help you with today, sir? No. I'm, I'm... You know, um, um, I'm good to go. All right then. So thank you for everything. And- Nope. ... enjoy, enjoy the rest of the week. I don't know where... Are you in New York? Uh, no sir. South Carolina. And weather? Sorry? How's the weather? Rainy? Uh, it's been, uh, flip-flopping. We have been... Uh, we've had... We just had a week of near summer weather, 60s all the way up to the 80s, and now we're back down to 30s and 20s. Yeah. Well, we're in, uh... We're in the third degree right now with the wind chill factor. It's like 10. Right. Uh, and we're supposed to get... We're supposed to get more now on Thursday. They don't know how much yet because it depends on how close this thing hugs the coast. If it hugs the coast, we can get six to 10 inches. If it moves off a little bit, we can get, you know, four to six inches. You know. Right. So- I'm, I'm sure I'll... I'm sure I'll definitely hear about it. I have a friend that lives in Upstate. Um, uh, Upstate New York. I'm not sure exactly where. But, um, he, uh... But he, he lets... He... Our, our whole friend group, he, he'll, he'll mention, like, if it's... if it's crazy up there. So I'm sure- Oh, yeah. ... I'll hear about it if it gets that crazy. Well, well, enjoy the rest of your day and for your week, and thank you for everything. Same to you, sir. You're very welcome. Thanks again for calling Benefits and a Card. Bye now. You're welcome. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi. I got a text message from, uh, the company I work for called Nor Staffing and gave me this information, so I figured let me call and find out what it's all about. It says, "Benefits in a Card."

Speaker speaker_0: Okay. So yeah, so, um, we are a plan administrator for health insurance benefits and Nor Staffing has recently swapped to using us for that purpose. Uh, so it's just letting you know that, um, it, y- you, you are eligible to enroll into insurance benefits through Nor Staffing as they have recently had to make that change. If you're not interested in enrolling in any health insurance benefits from them, you can just disregard it.

Speaker speaker_1: Um, so what health benefits am I getting? Um...

Speaker speaker_0: So, it, it, that depends on if you, if you were previously enrolled in the health insurance through Nor, then you've been enrolled into similar insurance, um, from their previous administrator to us. But if you didn't, if you weren't enrolled in the first place, then you have the option to enroll now.

Speaker speaker_1: Okay, so can I enroll with you?

Speaker speaker_0: Yeah. Um, let's see here. Let me see if... We should have a file on the system for you. Uh, what's the last four of your Social?

Speaker speaker_1: Uh, 4796.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Michelowski. M-I-C-H-E-L-O-W-S-K-I.

Speaker speaker_0: Thank you. Can you verify your address and your date of birth for me?

Speaker speaker_1: 979 East 31st Street, Brooklyn, New York, 11210. 10/27/1959.

Speaker speaker_0: Thank you. And then we have a phone number on file for you at 347-213-2102?

Speaker speaker_1: Yes. That's on-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Enrolled in... If I was enrolled in any plan, I had no knowledge of it, um, so, um-

Speaker speaker_0: Yeah, I'm not seeing... Yeah, there's no enrollment on file here, meaning that you didn't have anything through Nor Staffing previously, um, so you're just eligible to enroll into benefits if you want to. Um, let's see here. Now, as far as what's available, let me pull that information up. There's a couple of different options for medical insurance, um, one called the Stay Healthy MEC Plan. This plan covers things like physicals, vaccines, cancer screenings and other preventative care services. However, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any sort of standard doctor's visits, like for sickness or injury or anything like that, um, this plan would not cover those kinds of visits.

Speaker speaker_1: Okay.

Speaker speaker_0: The next plan is the VIP Classic, uh, this plan will cover things like those doctor's visits, hospital visits, um, prescriptions and services like that. Um, where this, uh, the only thing is that this plan w- will not cover any sort of preventative care services, so those, again, those physicals, those vaccines and things like that are not covered under VIP Classic. And then finally, there's the Elite Pro Plan, which is another medical policy, kind of in the similar vein of VIP Classic, um, where VI, where Elite Pro differs though is as far as what it covers, it's more, it's pretty much the same things. Um, however, uh, the biggest difference is that VIP Classic is lesser dollar amount coverage for more time, whereas Elite Pro is more dollar amount coverage for less time. Um, so as an example, like say if you have to stay in the, in the hospital overnight, um, VIP Classic will cover that for 30 days, but it'll I- only cover \$50 per day, whereas under Elite Pro, it'll cover \$400 per day for that, for that stay, but it'll only cover you for five days.

Speaker speaker_1: Right. Right.

Speaker speaker_0: Um-

Speaker speaker_1: Now, what if I already ha- What if I, uh, if I have health insurance already?

Speaker speaker_0: Then... If you already have health insurance and you don't want any health insurance from Nor Staffing, you can just completely disregard anything related to those benefits, um, because it's not a requirement. You're not, you're not being told that you have to enroll into this benefit if you're employed through them.

Speaker speaker_1: Right. Right.

Speaker speaker_0: Uh-

Speaker speaker_1: Yeah, 'cause like I said, I, um... This is probably the first time I heard about it, that through Nor Staffing we were, we were, you know, able to get health insurance. Uh, that was something I never knew about, so... And I've been with y- basically since 2016, so... Yeah, but I didn't know anything about it. Y- y- yeah, so I didn't know anything about it and... But I do have, you know, I do have medical, you know, A, parts A, B, C and D and, and stuff, so I'm, I think I'm pretty well covered with that.

Speaker speaker_0: Okay. Yeah, no, it's like I said, it's just letting you know that that's, that's available, and then as, as well as, like, not only just medical, Nor also offers, like, vision, dental, life insurance.

Speaker speaker_1: Okay. That's what I was just gonna ask you about. What about a vision and dental plan? What does that cover?

Speaker speaker_0: So vision, vision is pretty... It's very straightforward actually. Um, your co-pay for an eye exam, you only pay \$10 for that. Um, your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... co-pay for your lenses and frames, you're only gonna pay \$25 for that. And then, um, the insurance will pay up to \$130 as a frames allowance, with you just being

responsible for anything over that for whatever style of frames you select. That plan now also-

Speaker speaker_1: Well, I- I- I just... Yeah. I just get basic, um, I'm not wearing them outside, these are basically just reading glasses for me.

Speaker speaker_0: Understood. Now, um, before I get into any pricing, uh, information, I do have to ask just so I'm giving you the right information, if you were to enroll into anything, who all are you covering? Just yourself or do you have any dependents you're covering?

Speaker speaker_1: Just myself.

Speaker speaker_0: Got it. So if you w- if you were to enroll into vision, that would be \$2.42 out of your check every week. Um... and then, and then dental is also fairly straightforward. Um, preventative services, like your routine cleanings, are covered at 100% with no deductible requirement. Um, basic services, like a cavity filling, an X-ray, a simple extraction, um, those are covered at 80% after you've met a \$50 deductible. Um, but major services, so things like the surgeries, the root canals, crowns, those kinds of services, um, the dental plan offered through, uh, by NOOR through us, um, that, it doesn't cover those kind of services.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: So, either, well, basically I'd be paying out of pocket, you know? Either i-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... if I, you know-

Speaker speaker_0: Right.

Speaker speaker_1: ... I, I look at it for dental. Um, okay, I, I will do the vision though.

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: I'll do the vision.

Speaker speaker_0: We, we can definitely do vision. And just vision now, um, just to kinda give you an idea of what else is available, there's also a short-term disability-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... um, critical illness, group accident, term life insurance, behavioral health for things like therapy and counseling, and then an identity protection plan. Um, were you interested in any of those?

Speaker speaker_1: Okay. Um, okay. So, we'll go from the bottom up. The identity protection program, what is that? Is that like, um, McAfee or Norton co- something in that aspect?

Speaker speaker_0: Probably similar. Um, it's handled through a company called IDX. Uh, they just monitor your personally identifiable information such as like your Social Security number, any passwords, any social media accounts you may have, um, things like that, monitor, like, the dark web to make sure that no one's trying to grab your identifiable

information to perform any fraudulent actions. If something does get past their protections, they do have measures in place to recover your information, protect it, uh, see where the holes were to protect them better, as well as, um, help you from being subject to any fallout from any sort of fraudulent action, uh, to, like, kind of prote- prevent... Ah, sorry, protect you from any sort of blowback from that.

Speaker speaker_1: And what does that cost?

Speaker speaker_0: Uh, that is \$1.80 a week.

Speaker speaker_1: Okay. So I'll do that one too.

Speaker speaker_0: Right.

Speaker speaker_1: And I forgot the other one that you mentioned. Uh, okay, w-

Speaker speaker_0: So, going, going backwards, the next thi- the thing I had mentioned before that was a behavioral health policy-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for, uh-

Speaker speaker_1: No.

Speaker speaker_0: ... things like therapy and counseling.

Speaker speaker_1: Oh, life insurance.

Speaker speaker_0: Life insurance. Okay.

Speaker speaker_1: Mm, so question about that. Term life means it ends that when? At 85?

Speaker speaker_0: Um, let's see here. The only information... Now, I will be transparent with you. We are just the enrollment admin. We're not the actual insurance carrier. So, some information I may not have. The only information I know regarding the term life is that it, at the, um... I believe it's at the age of 65, the benefit amount reduces by 25%. And then at the age of 70, it reduces another 25%. Um, and it... Now, it is a very, very cheap life insurance policy. It's only, it's only, um, \$0.60 a week. As a result, it is a s- it is kind of a small policy. At maximum, it's, it's gonna cover the employee at \$5,000.

Speaker speaker_1: So it's only gonna, i- i- it's, so it's gonna be... I'm gonna g- god forbid I pass away. My, whoever my dependant is, is gonna get just \$5,000?

Speaker speaker_0: At maximum. Yes, sir.

Speaker speaker_1: But if I'm already at 65, that means in what?

Speaker speaker_0: It'd be \$5,000... It reduces by-

Speaker speaker_1: It would be like 37.50.

Speaker speaker_0: Something like that. Y- yeah, it would be 37.50.

Speaker speaker_1: And then at 70, it would go down to \$2,500.

Speaker speaker_0: Correct.

Speaker speaker_1: All right. So a- now, it ends at 70 or...

Speaker speaker_0: Uh, no. The, um, it's just at 70 it reduces at, uh, uh, that additional 25% for a total reduction of 50% of the original benefit amount. Um, it says, as far as termination of coverage, um... An- okay, per the information that we have access to, verbatim, it says, uh, "Terminate, uh, will cease on the earliest of these dates, either the date that the rider terminates, the date when the entire accidental death and dismemberment is paid, the date the person's coverage ends under the certificate." So it look, it looks like it, it... The only thing that happens as far as that is that it's going to reduce to that \$5,000 at s- at, once you're 70 years old or, or more. And then it, and that's kind of where it stays until you either, you either, um, drop the policy or it gets paid out, or you r- or you leave NORSTAFFING's employee, and as such, are no longer eligible for the plan.

Speaker speaker_1: Right. Which, that's what would happen with me is if I, if I decide to retire, then, you know, I would be leaving NORSTAFFING. So-

Speaker speaker_0: Right.

Speaker speaker_1: I mean, it's, I mean, what? Six- did you say \$0.60 a week?

Speaker speaker_0: Yes, sir. \$0.60 a week.

Speaker speaker_1: I mean, what the hell? It can't hurt. I mean, \$0.60 is, uh, half a Beagle.

Speaker speaker_0: ... all right, here we go.

Speaker speaker_1: Yeah, you have to look, you have to look at it in the funny ways, you know, like, uh, you, you, when you wanna do something, you gotta say, "Well..." like I, I look at some of these people, they, they don't wanna get something, give up one, one frickin' coffee of your stocks a week, and it's only five doll... I, I, I don't understand people, you know what I mean? It's like you, you're spending \$5 for, uh, a cup of coffee, where that \$5 could benefit you in the long run, God forbid something should happen to you. I, I, I could never understand those people.

Speaker speaker_0: Exactly. No, I, I definitely get that. I, I look at it and it's just like, there's... Frivolous spending is, is, is what it is.

Speaker speaker_1: Yeah, mm-hmm.

Speaker speaker_0: It, it's just, you're, you're looking at is like, this could have gone to something a lot more beneficial.

Speaker speaker_1: Yes. Yes. And but, you know, you shake your head, you're like, "I, I don't under-" and you're, you're reasoning as to not doing the right thing, instead of doing... Not doing the right thing. I mean, because I shoulda done these things a long time ago. You know? Um... And, you know, now, um, um, work, work, work, work, work, you know, all the money I'd been on vacation, I went to Arizona, I, I started doing things I should've been doing

with my life. But no, I just decided to work, work, work, spend fr- spend my money frivolously, and um... And you know what? I'm not getting any younger. I'm 65. Uh, I'm in good health. So I'm gonna, I'm gonna work another, you know, three, five years. I'm a bartender, I do corporate catering, and I'm having fun with it. I'm not gonna, you know, I'm not gonna just be one of those guys that says, "You know what? I'm gonna go on Social Security." Social Security only pays me \$1600 a month. It's like, "Really? That's all you're giving me? \$1600 a month?" What... Where am I gonna live? You know?

Speaker speaker_0: Ex- Exactly. That's just, that's, that is 100% not feasible in this economy.

Speaker speaker_1: No. I can go to DR. I, my, one of my friends at work, she's from Thailand. She goes, "Go to Thailand." She goes, "You can, you'd live like a, a frickin' king."

Speaker speaker_0: Ex-

Speaker speaker_1: I'm like, "But you need the-"

Speaker speaker_0: I've, I've seen that. Um, I remember, uh, my wife and I, we were talking about a, the, we were talking about possibly taking a trip to Japan, and realizing that \$500 is probably, is probably worth, like the equivalent, \$500 is, um, that's, that's like two, three, four months' salary over, over in Japan, or something to that effect.

Speaker speaker_1: Yeah. Yep. Yep, yep, yep. You know, we have family in Greece, so my brother-in-law and my sister- brother-in-law wanna do dual citizenship.

Speaker speaker_0: Right.

Speaker speaker_1: And I'm like, "Sh- you, you know what? I'll go live over there for six months. I'll find something to do over there for six months." Gotta be cheaper than living here.

Speaker speaker_0: Yes, sir. Yes, sir. Definitely.

Speaker speaker_1: Yeah. So... Okay, so what else do I need to do now? So you have my information. Um-

Speaker speaker_0: Right. So we're looking at, uh, so just to confirm, we're looking at, uh, it was the Identity Protection, the Vision, and the Life Insurance, all three for just yourself. Um, just to, just to confirm, were there any other plans that you wanted to add on, or were we looking, we sticking with just these three?

Speaker speaker_1: Just those three.

Speaker speaker_0: Got it. Total for that is \$4.82 per week. Do we authorize North Staffing to make those deductions per paycheck?

Speaker speaker_1: Yes, you do.

Speaker speaker_0: All right. So we're gonna go ahead and enter that into the system here. Um, now, who are we naming as the beneficiary for the life insurance policy?

Speaker speaker_1: Okay, so my sister. Her name is Diane, D-I-A-N-E. Last name is Butch, B-U-T-C-H.

Speaker speaker_0: Got it. All right, so we'll go ahead and put that on there. Now, it's gonna take about one to two weeks for the enrollment to process.

Speaker speaker_1: That's fine.

Speaker speaker_0: Once everything processes, you should start seeing that \$4.82 coming out of your checks. The Monday after that first deduction is when policies are effective, and you should get a vision card about, uh, should take about a week or two transit time to show up at your mailbox. Um, if you don't get it by then, or if you need it any sooner, just give us a call. We'll see if we can at least get that information over to you.

Speaker speaker_1: No problem. No problem. I, I, you know what? I don't even look at my checks.

Speaker speaker_0: So it was-

Speaker speaker_1: I just, I just... Yeah. I just-

Speaker speaker_0: ... it was, it was to be a pleasant surprise.

Speaker speaker_1: Yeah. You know what? Yeah. So if I need, uh, like I said, uh, the ben-the, the protection program. Um, the main thing is that I, they did, um... When, uh, when I went on Medicare, I think, Medicare... Don't know what the hell I'm on. Medicare, Medicaid, I don't know. Um, I lose my vision and dental.

Speaker speaker_0: Right. Right.

Speaker speaker_1: So, so I'm like, "Damn." All right, you know, so I, I figure, well, I gotta pay for it out of pocket anyway, so this plan here is, you know, very... 52 weeks, even though I'm paying \$2 a week, that's only \$100.00. You know?

Speaker speaker_0: Right.

Speaker speaker_1: So, um, you know, better- listen, I'd rather have it... It's better to have it and not need it, than to need it and not have it.

Speaker speaker_0: Of course, definitely. I, that's, yeah, just... I, I'm gonna be honest with you, sir. I don't understand why don't, why more people don't have that philosophy. But then again, I, I don't know with these people.

Speaker speaker_1: Y- y- y- y- you know, uh, yeah. It's, uh, you know, we, we sat down, like I went- I was... I sat down with my sister, my brother-in-law, my niece, and we were laughing and kidding around. I said, "You know, yeah, I know I'm not getting any younger here. I gotta sit down one of these days, before I get back into this really hectic busy season with weddings and communions and all these things in the, in the catering world."

Speaker speaker_0: Right.

Speaker speaker_1: I gotta just sit down and get all my banking information down for my gov- you know, from my sister, my niece. God forbid something should happen to me, the government doesn't get my money.

Speaker speaker_0: Right.

Speaker speaker_1: Um, you know, my, God forbid something should happen, all my bills are taken care of. You know, like, this little life insurance policy, you know what? It's... For now, um, actually looking into getting a life insurance policy through AAA. They got some really good policies. Um, you know. Um, so, so I just had one more question to ask you. I mean, I don't know if you could answer it or, um... Term life insurance, does that mean... So, like, when they... Say if you're 65. Like on TV they tell you whatever this... From whatever plan is on TV, it says from... You can enroll from 65 to 80 in term life insurance. Now, um, under the presumption... So if I'm 80 years old and I'm still paying, I should have life insurance.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Or does it end at 80?

Speaker speaker_0: No, I- I am... I have not seen... So to my knowledge, to my best knowledge, I have not seen any documentation anywhere stating that there's... That there is a, um... Like there is a maximum age for how long you... For, for when you can be on this policy. So...

Speaker speaker_1: Okay.

Speaker speaker_0: As, as long, as long as you're paying into it, you will have it.

Speaker speaker_1: Okay, cool. All right. Um, a- a- and the part that sticks is... You know, you would think the older you, the cheaper it would get, instead of the older you get, the more they want to charge for it. So you don't... You can't afford it. Y- y- you know what I mean? It's like, at 64, my, my insurance would have been \$98 for 100... \$98 a month for \$100,000.

Speaker speaker_0: Right.

Speaker speaker_1: Now, one day later when you turn 65, it goes up to \$140 a month.

Speaker speaker_0: Right. It's about... It's \$50 a month extra and for, for just a singular day's worth of time which just... That just doesn't make any sense to me, but what do I know?

Speaker speaker_1: They're in the wrong business. I need to start my own, uh, insurance company.

Speaker speaker_0: Yes, sir. Definitely.

Speaker speaker_1: Well, young man-

Speaker speaker_0: Oh, man.

Speaker speaker_1: What is your name again? I'm sorry.

Speaker speaker_0: My name is Chris.

Speaker speaker_1: Chris, thank you very much for everything.

Speaker speaker_0: No problem. This is Mike from ... I wanted to talk to you. Was there anything else I could help you with today, sir?

Speaker speaker_1: No. I'm, I'm... You know, um, um, I'm good to go.

Speaker speaker_0: All right then.

Speaker speaker_1: So thank you for everything. And-

Speaker speaker_0: Nope.

Speaker speaker_1: ... enjoy, enjoy the rest of the week. I don't know where... Are you in New York?

Speaker speaker_0: Uh, no sir. South Carolina.

Speaker speaker_1: And weather?

Speaker speaker_0: Sorry?

Speaker speaker_1: How's the weather? Rainy?

Speaker speaker_0: Uh, it's been, uh, flip-flopping. We have been... Uh, we've had... We just had a week of near summer weather, 60s all the way up to the 80s, and now we're back down to 30s and 20s.

Speaker speaker_1: Yeah. Well, we're in, uh... We're in the third degree right now with the wind chill factor. It's like 10.

Speaker speaker_0: Right.

Speaker speaker_1: Uh, and we're supposed to get... We're supposed to get more now on Thursday. They don't know how much yet because it depends on how close this thing hugs the coast. If it hugs the coast, we can get six to 10 inches. If it moves off a little bit, we can get, you know, four to six inches. You know.

Speaker speaker_0: Right.

Speaker speaker_1: So-

Speaker speaker_0: I'm, I'm sure I'll... I'm sure I'll definitely hear about it. I have a friend that lives in Upstate. Um, uh, Upstate New York. I'm not sure exactly where. But, um, he, uh... But he, he lets... He... Our, our whole friend group, he, he'll, he'll mention, like, if it's... if it's crazy up there. So I'm sure-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... I'll hear about it if it gets that crazy.

Speaker speaker_1: Well, well, enjoy the rest of your day and for your week, and thank you for everything.

Speaker speaker_0: Same to you, sir. You're very welcome. Thanks again for calling Benefits and a Card. Bye now.

Speaker speaker_1: You're welcome. Bye.