Transcript: Estefania Acevedo-5045851154497536-6110140023914496

Full Transcript

Hello. "Your call may be monitored or recorded for quality assurance purposes." Good afternoon. I'm calling from Benefits in a Card on behalf of Hamilton Record Group. I'm looking to speak with Mr. Melton. Yeah. This is me. Um, hey, good afternoon. I'm calling from Benefits in a Card. We're currently processing enrollment forms, and you selected to enroll into VIP Classic, Dental, Short-Term Disability, Vision, and the Life. Um, however, you also selected not to participate. Um, so we were just giving you a call to verify if you indeed wanted benefits through your staffing agency, or if you wanted to decline. No, uh, I was, I was declining until I got on. Mm-hmm. So I was gonna switch it later. I was gonna switch it to see afterward, 'cause I didn't know where I was going and how much everything's gonna cost. Oh, okay. Um, so do you wanna go ahead and continue your enrollment or do you want me to, like, decline it for now? They give you 30 days- Oh, you can do that. ... from the day that you received your first check. Um, so it looks like your last day to enroll, give me one second, let me verify, i- I believe it's gonna be on the 27th of December. Okay. Okay. You can decline it for now. Okay. Just keep in mind it's they only give you 30 days from the day that you receive your first check. Um, so I would write that down if you are interested into enrolling, 'cause you- Yeah, you know what? You know what? Just keep it, y- you just keep it going. You can go ahead and enroll it. Okay, so it's fine for me to start making those selections? Yes, ma'am. Okay, so it looks like you selected the VIP Classic, which is the medical plan for... Give me one second. For $18.55. Then you also selected Dental for Employee Only, which is $3.38. Short-Term Disability, that's $3.66. Vision Plan, which is $1.99. And then you also selected the Life, which is... $1.96. That's a weekly deduction of $29.54. Do you allow your staffing agency to make that weekly deduction for those selected plans? Yes, ma'am. Okay. And then I also need, since you selected the Life Plan, um, who do you wanna put down for... Oh, give me one second. Since you selected the Life Plan, who do you wanna put down for your, for your beneficiary? Uh, you could do, uh, I guess my daughter's mom. Okay. Um, what's her name? Adrian Young. Adrian L. Young. It's A-D-R-I-A-N-N L, then Young. Mm-hmm. And then this is your child, correct? No, that's my, uh, daughter's mother. Okay. Well, my fiancee. Gotcha. Give me one second. Okay, so your weekly deduction is actually $29.56. So for VIP Classic, $18.57, Dental, $3.38, Short Term, $3.66, Term Life, $1.96, and Vision is $1.99. Okay, thanks so much, ma'am. Okay, so please allow one or two... You're welcome. Um, so please allow one or two weeks for your employer to start making that deduction. Once you see the first deduction of $29.56, the following Monday is when your coverage becomes active, and that first week of your activation week you should be getting your dental card, uh, vision card that Thursday or Friday. And normally the medical card, which you got the VIP Classic, they normally don't send that one out through the mail. Um, the first week of your activation week, if you do want a physical one to arrive to your address, you're welcome to give us a call and

we can go ahead and put in that request. But for me to put the request, you do have to be active already. Okay, that's a bet. All right. So I'll do it when I get active. Okay. You just have to call us and we'll put- Okay. ... in that request for you, okay? Okay. Thank you so much, ma'am. You're welcome. I hope you have a great day. All right. You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: "Your call may be monitored or recorded for quality assurance purposes."

Speaker speaker_2: Good afternoon. I'm calling from Benefits in a Card on behalf of Hamilton Record Group. I'm looking to speak with Mr. Melton.

Speaker speaker_0: Yeah. This is me.

Speaker speaker_2: Um, hey, good afternoon. I'm calling from Benefits in a Card. We're currently processing enrollment forms, and you selected to enroll into VIP Classic, Dental, Short-Term Disability, Vision, and the Life. Um, however, you also selected not to participate. Um, so we were just giving you a call to verify if you indeed wanted benefits through your staffing agency, or if you wanted to decline.

Speaker speaker_0: No, uh, I was, I was declining until I got on.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So I was gonna switch it later. I was gonna switch it to see afterward, 'cause I didn't know where I was going and how much everything's gonna cost.

Speaker speaker_2: Oh, okay. Um, so do you wanna go ahead and continue your enrollment or do you want me to, like, decline it for now? They give you 30 days-

Speaker speaker_0: Oh, you can do that.

Speaker speaker_2: ... from the day that you received your first check. Um, so it looks like your last day to enroll, give me one second, let me verify, i- I believe it's gonna be on the 27th of December.

Speaker speaker_0: Okay. Okay. You can decline it for now.

Speaker speaker_2: Okay. Just keep in mind it's they only give you 30 days from the day that you receive your first check. Um, so I would write that down if you are interested into enrolling, 'cause you-

Speaker speaker_0: Yeah, you know what? You know what? Just keep it, y- you just keep it going. You can go ahead and enroll it.

Speaker speaker_2: Okay, so it's fine for me to start making those selections?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay, so it looks like you selected the VIP Classic, which is the medical plan for... Give me one second. For $18.55. Then you also selected Dental for Employee Only, which is $3.38. Short-Term Disability, that's $3.66. Vision Plan, which is $1.99. And then you also selected the Life, which is... $1.96. That's a weekly deduction of $29.54. Do you allow your staffing agency to make that weekly deduction for those selected plans?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. And then I also need, since you selected the Life Plan, um, who do you wanna put down for... Oh, give me one second. Since you selected the Life Plan, who do you wanna put down for your, for your beneficiary?

Speaker speaker_0: Uh, you could do, uh, I guess my daughter's mom.

Speaker speaker_2: Okay. Um, what's her name?

Speaker speaker_0: Adrian Young. Adrian L. Young. It's A-D-R-I-A-N-N L, then Young.

Speaker speaker_2: Mm-hmm. And then this is your child, correct?

Speaker speaker_0: No, that's my, uh, daughter's mother.

Speaker speaker_2: Okay.

Speaker speaker_0: Well, my fiancee.

Speaker speaker_2: Gotcha. Give me one second. Okay, so your weekly deduction is actually $29.56. So for VIP Classic, $18.57, Dental, $3.38, Short Term, $3.66, Term Life, $1.96, and Vision is $1.99.

Speaker speaker_0: Okay, thanks so much, ma'am.

Speaker speaker_2: Okay, so please allow one or two... You're welcome. Um, so please allow one or two weeks for your employer to start making that deduction. Once you see the first deduction of $29.56, the following Monday is when your coverage becomes active, and that first week of your activation week you should be getting your dental card, uh, vision card that Thursday or Friday. And normally the medical card, which you got the VIP Classic, they normally don't send that one out through the mail. Um, the first week of your activation week, if you do want a physical one to arrive to your address, you're welcome to give us a call and we can go ahead and put in that request. But for me to put the request, you do have to be active already.

Speaker speaker_0: Okay, that's a bet.

Speaker speaker_2: All right.

Speaker speaker_0: So I'll do it when I get active.

Speaker speaker_2: Okay. You just have to call us and we'll put-

Speaker speaker_0: Okay.

Speaker speaker_2: ... in that request for you, okay?

Speaker speaker_0: Okay. Thank you so much, ma'am.

Speaker speaker_2: You're welcome. I hope you have a great day.

Speaker speaker_0: All right. You too. All right, bye-bye.

Speaker speaker_2: Bye.