

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Stephanie. How can I assist you? Yeah, I got a text message from, uh, Surge Staffing to call this number for benefits. Okay. Were you trying to enroll or were you trying to opt out? I was trying to enroll but I was gonna see if I could enroll myself and my daughter. She's in college, um. How old is she? She has no Inaudible. Okay, yeah, yeah, you can enroll with her. Okay. Um, okay. I don't have a Social Security number but I have her- That's fine. ... driver's license, okay. Um, we can put zeros for now. What is the last four of your Social? My Social, 3002. And your first and last name? Sean Cavanagh. Are you there? Oh, hello? Hallo- hello? Oh, okay. Yeah, I'm here. I'm sorry, you were breaking up a little bit. What was the first and last name? Sean Cavanagh. S-E-A-N C-A-V-A-N-A-U-G-H. How long have you been with them? Um, three weeks now. Since the start? Oh, okay. Yeah. Your name was John. So you're still not in our system. Um- Okay. ... we can do two things. Either you can keep calling, probably next week to see if we went ahead and received that. Okay. Or we can go ahead and create a file but I do need your full Social, full address, date of birth, um, all that information. Okay, what about her? Do you need her stuff too or? Yes, I would need her, like, Social and stuff, um- Okay. ... but it looks like they... since you're still new, they still haven't sent us your file. Okay. So I don't see you in our system yet. All right. I'll just- Um, you're welcome to keep calling- I'll just call in next week. Okay. 'Cause most likely we'll receive it probably sometime next week and if we still don't receive it next week, then it's your choice again to go ahead and create the file or to keep calling throughout the week 'cause- Okay. Um, you said 3002, right? Yeah, yeah. Yeah, you're still not in there. My question is this, how much is it a month for two people? Uh, it depends on all the, uh, uh, if I'm honest, they have different plans depending on how many you select, which ones AR. Okay. It has a lot to do with how much the weekly deduction is 'cause it's weekly deductions from your paycheck. Okay. That's fine. But I, I was just curious as to how much a month. Yeah, I wouldn't be able to tell you that just because of that fact. Okay. Um, because they offer different medical plans as well as every additional plan. Like, for example, dental has a separate deduction, vision has- Right. ... a separate deduction. So it really- Right. ... would just depend. Okay. All right. Thank you very much. Goodbye. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I got a text message from, uh, Surge Staffing to call this number for benefits.

Speaker speaker_0: Okay. Were you trying to enroll or were you trying to opt out?

Speaker speaker_1: I was trying to enroll but I was gonna see if I could enroll myself and my daughter. She's in college, um.

Speaker speaker_0: How old is she?

Speaker speaker_1: She has no

Speaker speaker_2: Inaudible.

Speaker speaker_0: Okay, yeah, yeah, you can enroll with her.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, okay.

Speaker speaker_1: I don't have a Social Security number but I have her-

Speaker speaker_0: That's fine.

Speaker speaker_1: ... driver's license, okay.

Speaker speaker_0: Um, we can put zeros for now. What is the last four of your Social?

Speaker speaker_1: My Social, 3002.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sean Cavanagh. Are you there? Oh, hello?

Speaker speaker_0: Hallo- hello?

Speaker speaker_1: Oh, okay. Yeah, I'm here.

Speaker speaker_0: I'm sorry, you were breaking up a little bit. What was the first and last name?

Speaker speaker_1: Sean Cavanagh. S-E-A-N C-A-V-A-N-A-U-G-H.

Speaker speaker_0: How long have you been with them?

Speaker speaker_1: Um, three weeks now.

Speaker speaker_0: Since the start? Oh, okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Your name was John. So you're still not in our system. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we can do two things. Either you can keep calling, probably next week to see if we went ahead and received that.

Speaker speaker_1: Okay.

Speaker speaker_0: Or we can go ahead and create a file but I do need your full Social, full address, date of birth, um, all that information.

Speaker speaker_1: Okay, what about her? Do you need her stuff too or?

Speaker speaker_0: Yes, I would need her, like, Social and stuff, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but it looks like they... since you're still new, they still haven't sent us your file.

Speaker speaker_1: Okay.

Speaker speaker_0: So I don't see you in our system yet.

Speaker speaker_1: All right. I'll just-

Speaker speaker_0: Um, you're welcome to keep calling-

Speaker speaker_1: I'll just call in next week.

Speaker speaker_0: Okay. 'Cause most likely we'll receive it probably sometime next week and if we still don't receive it next week, then it's your choice again to go ahead and create the file or to keep calling throughout the week 'cause-

Speaker speaker_1: Okay.

Speaker speaker_0: Um, you said 3002, right?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Yeah, you're still not in there.

Speaker speaker_1: My question is this, how much is it a month for two people?

Speaker speaker_0: Uh, it depends on all the, uh, uh, if I'm honest, they have different plans depending on how many you select, which ones AR.

Speaker speaker_1: Okay.

Speaker speaker_0: It has a lot to do with how much the weekly deduction is 'cause it's weekly deductions from your paycheck.

Speaker speaker_1: Okay. That's fine. But I, I was just curious as to how much a month.

Speaker speaker_0: Yeah, I wouldn't be able to tell you that just because of that fact.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, because they offer different medical plans as well as every additional plan. Like, for example, dental has a separate deduction, vision has-

Speaker speaker_1: Right.

Speaker speaker_0: ... a separate deduction. So it really-

Speaker speaker_1: Right.

Speaker speaker_0: ... would just depend.

Speaker speaker_1: Okay. All right. Thank you very much. Goodbye.

Speaker speaker_0: Thank you. Goodbye.