

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yeah, I was... Um, I'm getting ready to sign up for my insurance through where I work and I had a question about h- uh... They didn't have the answer and they gave me your number to find out if I was able to do my insurance the way I'm wanting to do it. Okay. Um- Um, what's... Mm-hmm. What was your question? Um, well, what I'm wanting to know is, if, if I can have myself covered on just the medical and then have my wife and kids along with me on my dental and eye? Okay. Yeah. I can look into your account. Um, what staffing agency do you work for? Um, Focus. And then what are the last four of your Social? 7257. I pro-... I don't know if I'm even in there because they were resetting my insurance- Okay. Is it... Is it James Robert? Yeah. Yeah. Okay. For security purposes, can you verify your address and your date of birth? 1247 East Union City Pike, Winchester, Indiana 47380. Um, or 47394, sorry. And, uh, 02/16/78. I have a different address. Did you recently move? What address do you have for me? Um, so I'm not really allowed to tell you until you verify. Okay. Because... Yeah. You remember? My address is 1247 East Union City Pike, Winchester, Indiana 47394. Okay. So, yeah, that's the one I have. Okay. Um, and then I have 7655090537 as your phone number. Yes. Okay. And then jmoyer19@gmail.com. Is that up-to-date? Yeah. Okay. So for your medical plan, I wouldn't be able to change it because it's under that court order. Oh. Yeah. Yep, yep, yep, yep. So I wouldn't- Yep. ... be able to make any changes on that, but I'm pretty sure... Let me just verify. I'm pretty sure you can add plans, but I can't, like, change that. But give me one second. Let me just verify. Mm-hmm. You said for dental and vision? Yeah. Do you guy-... You guys do offer dental and vision, don't you? Yes. Yes, sir. Okay. Okay. Yes, sir. So you're, um, allowed to add plans. And then since you're within company open enrollment, I can do that. So, you said you wanted to add dental and vision. Did you want me to go over what it covers? Um, can I get online and look at it? Because my wife is the one that handles this. Oh, yeah. Yeah. You can- I, I w- ... do that. I... Okay. Yeah, 'cause I've, I've just had strict instructions from her to call to make sure that we could, we could do it and- Yeah. And- Yeah. Yeah. So you can- ... we ... add... Okay. You can add it, dental and vision, and then do you want me to give you the website or do you know it already? Um, let me get a pen. I'll be better to write it down just in case. But I was thinking that she was on there the other night, but, um, she didn't wanna change anything until we could find out 'cause I've had... The last place I worked, I couldn't do that. Mm-hmm. If I had them on my f- if it... If I didn't have them on my insur- my medical insurance, I couldn't put them on my eye, dental and eye. So I wanted to double check before I do- Yeah. No, you're fine. ... anything. Yeah. You can add- So- ... anything. Mm-hmm. Okay. So what's your... What's the website? So for that staffing agency, it's gonna be www.mybiac.com/WorkAtFocus. So it's gonna be www.mybiac.com/WorkAtFocus. And then

WorkAtFocus is spelled together. It's all one word? Correct. Or... Okay. Okey-dokey. And then I was gonna tell you, just make sure that you do it before the f- 14 of February 'cause that would be the last date of open enrollment. Oh. Okay. All right. All right. All right. I appreciate it. You're welcome. I hope you have a great day. Uh, you too. Thank you. Thank you. And bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, I was... Um, I'm getting ready to sign up for my insurance through where I work and I had a question about h- uh... They didn't have the answer and they gave me your number to find out if I was able to do my insurance the way I'm wanting to do it.

Speaker speaker_1: Okay.

Speaker speaker_2: Um-

Speaker speaker_1: Um, what's... Mm-hmm. What was your question?

Speaker speaker_2: Um, well, what I'm wanting to know is, if, if I can have myself covered on just the medical and then have my wife and kids along with me on my dental and eye?

Speaker speaker_1: Okay. Yeah. I can look into your account. Um, what staffing agency do you work for?

Speaker speaker_2: Um, Focus.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 7257. I pro-... I don't know if I'm even in there because they were resetting my insurance-

Speaker speaker_1: Okay. Is it... Is it James Robert?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. For security purposes, can you verify your address and your date of birth?

Speaker speaker_2: 1247 East Union City Pike, Winchester, Indiana 47380. Um, or 47394, sorry. And, uh, 02/16/78.

Speaker speaker_1: I have a different address. Did you recently move?

Speaker speaker_2: What address do you have for me?

Speaker speaker_1: Um, so I'm not really allowed to tell you until you verify.

Speaker speaker_2: Okay. Because... Yeah.

Speaker speaker_1: You remember?

Speaker speaker_2: My address is 1247 East Union City Pike, Winchester, Indiana 47394.

Speaker speaker_1: Okay. So, yeah, that's the one I have.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then I have 7655090537 as your phone number.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then jmoyer19@gmail.com. Is that up-to-date?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So for your medical plan, I wouldn't be able to change it because it's under that court order.

Speaker speaker_2: Oh. Yeah. Yep, yep, yep, yep.

Speaker speaker_1: So I wouldn't-

Speaker speaker_2: Yep.

Speaker speaker_1: ... be able to make any changes on that, but I'm pretty sure... Let me just verify. I'm pretty sure you can add plans, but I can't, like, change that. But give me one second. Let me just verify.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You said for dental and vision?

Speaker speaker_2: Yeah. Do you guys... You guys do offer dental and vision, don't you?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Yes, sir. So you're, um, allowed to add plans. And then since you're within company open enrollment, I can do that. So, you said you wanted to add dental and vision. Did you want me to go over what it covers?

Speaker speaker_2: Um, can I get online and look at it? Because my wife is the one that handles this.

Speaker speaker_1: Oh, yeah. Yeah. You can-

Speaker speaker_2: I, I w-

Speaker speaker_1: ... do that.

Speaker speaker_2: I... Okay. Yeah, 'cause I've, I've just had strict instructions from her to call to make sure that we could, we could do it and-

Speaker speaker_1: Yeah.

Speaker speaker_2: And-

Speaker speaker_1: Yeah. Yeah. So you can-

Speaker speaker_2: ... we

Speaker speaker_3: ... add...

Speaker speaker_2: Okay.

Speaker speaker_1: You can add it, dental and vision, and then do you want me to give you the website or do you know it already?

Speaker speaker_2: Um, let me get a pen. I'll be better to write it down just in case. But I was thinking that she was on there the other night, but, um, she didn't wanna change anything until we could find out 'cause I've had... The last place I worked, I couldn't do that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: If I had them on my f- if it... If I didn't have them on my insur- my medical insurance, I couldn't put them on my eye, dental and eye. So I wanted to double check before I do-

Speaker speaker_1: Yeah. No, you're fine.

Speaker speaker_2: ... anything.

Speaker speaker_1: Yeah. You can add-

Speaker speaker_2: So-

Speaker speaker_1: ... anything. Mm-hmm.

Speaker speaker_2: Okay. So what's your... What's the website?

Speaker speaker_1: So for that staffing agency, it's gonna be www.mybiac.com/WorkAtFocus. So it's gonna be www.mybiac.com/WorkAtFocus. And then WorkAtFocus is spelled together.

Speaker speaker_2: It's all one word?

Speaker speaker_1: Correct.

Speaker speaker_2: Or... Okay. Okey-dokey.

Speaker speaker_1: And then I was gonna tell you, just make sure that you do it before the f-14 of February 'cause that would be the last date of open enrollment.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: All right.

Speaker speaker_2: All right. All right. I appreciate it.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Uh, you too. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: And bye.