

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh, yeah, yeah. Thank you for calling How can I assist you? Yes, well, I'm calling about my benefits. You sent it to my email address. Okay. How... Um, what staffing agency do you work for? Uh, I think, uh, State funding. Hello? Yes, sir. What staffing agency do you work for? Yes. I'm sorry, you said BGSS? State funding. What's the name of the staffing agency? Hold on, hold on. One day. Uh... Hold on. One, four... Hello? Yes, sir. Hello? What's the name of your- Yes. ... staffing agency? Is it T-E-A-R-A? A, like apple. So, Tara? Yes. Okay, and what are the last four of your Social? The last four? Mm-hmm. These are... Is, uh, 7712. Okay. For security purposes, could you verify your address and your date of birth? Is it 10 East, um, Bay Road, uh, apartment 2058, Phoenix, Arizona, 85022. So, did you recently move, 'cause I have a different address? Yeah, yeah, I move. That's why you have the, the 220, right? Um-hmm. West. That's what you have. I already move. Okay. Uh, what was the address of the 221? Could you please verify it? Is it 2-2-20 West Bay Road. Mm-hmm. Apartment 20-98. Phoenix, Arizona, 85023. Okay. Thank you. And then what was your birthday- That's the, that's the old one. That's, uh, is it 12/12/1951. Okay. Thank you. And then do you want me to go ahead and update your address? Yes. The new one. Okay. Not the old one. What, what's the new address? Is it 10 East Bay Road. The apartment 2058. Uh, Phoenix, Arizona, uh, 85022. Okay. Thank you. And then I have the phone number- Um. ... 424-323-1873. Is that correct? Yes, that's... Yes. My phone number. That's why I'm calling. And then I have sukidmantala@gmail.com. Is that correct? Yes. Okay. And then how can I- Sukidmantala@gmail.com. Yeah, I'm calling about my benefits, for 30 days. Okay. So you wanted to enroll into the benefits? Yeah. Okay. So did you know which, which plans you wanted to enroll into or did you want me to go over the plans? What you say? Exactly. Um, did you want me to go over the plans or did you know which one you wanted to enroll into already? No, I don't know. Okay. I don't know really. Okay. So if you want, I can go over the plans with you. Um, would you like me to- Sure, sure. Would you like me to send you the benefit guide to your email on file? That guide has all the plans that they offer, with the prices to those plans. Would you like me to send it to you while I go over it? Can you, can you send me that? Can you tell me again? I'm sorry? Can you tell me- If I can send it to you? Oh. Yeah, I can. Give me one second. Let me- No, it's good. ... go ahead and do that. Can you tell me now? Oh, yeah, I can tell you. Uh, okay. Yeah, sure. So, so the first... It looks like they only offer three medical plans. The first plan I'm gonna go over is called the Stay Healthy, NAC Tele-RS. So this first plan that I'm gonna go over only covers like a physical visit, some vaccinations- No, that... Sorry, bas- basically, um, at the hospital I have, I have my insurance already. I don't need insurance basically. Oh, you don't need insurance? No, I have that already. Oh, okay. You already got it? I have insurance, yeah. Oh, okay. So you just- I have

that already. So, you didn't want to sign up for the benefits then? Yeah, man, it could be... It could be like insurance, I have that already. Oh. I don't need that, I don't need insurance for this. I have mine already. Oh, okay. So, you already have insurance. Okay, give me one second. Yeah. Let me make sure they don't auto do, auto-enrollment anything. Okay. So, Terra doesn't auto-enroll their members into any of the plans. So, if you don't want to enroll into the benefits, I don't really have to do anything. You can just disregard the messages if you don't want to sign up. I mean, there are benefits just for us here, right? I'm sorry? For these guys over here? Just for us here, that's it, that's the benefits we have. I'm sorry, I can't, um, it sounds like you're like covering the phone. No, uh, I'm saying I have my insurance already, you know? That's why my question is, I mean, that benefit's just assurance, right? You talk about life assurance. You don't have that yet. If we have life insurance? Yeah. They do have a term life plan. They have- No, I don't have that, life assurance. I don't have that. That's all I need. That's it. Okay, so you wanted to sign up for the life insurance? Yeah, that's what I need. That's it. Yeah. Oh, okay. That's the... Okay. So, for life, um, for employee that's \$2.11. For employee and spouse it would be \$2.54. For employee and child it would be \$2.54 weekly, and for the family plan it's \$3.17 a week. No, just, just that's it. Okay, and that- That's a month, right? No, every week. That's all I need. Yes, okay, that's it then. I needed that too. So, so, \$2.11 weekly for the term life plan. Okay, I needed that. Did you want me to go over what that plan covers? Yeah, just the life assurance, that's what I need. Okay. So, for term life, employees to age 64 receive \$20,000, spouse, 200... \$2,500, children six months up to age 26,000. No, just, just, just, just, just me. I don't have no children this month. Yes. Yeah, so that's the... I'm just, I'm reading what it covers. Okay. Children 14 days up to 6 months, \$500, and for the employee plan that's \$2.11. Did you want to enroll into anything else? They also offer for your ads, the, they offer three medical plans, one being the VIP Standard, the VIP Plus, the NEC TeleRep is here. No, no, medical I don't need. I need just life assurance, that's it. Oh, okay. Just, just, that's it. So, do you allow, do you allow VersaTerra Services to make the weekly deduction of \$2.11 for the term life plan? Yes, that's all I need. Yes. Okay, okay. Please allow one or two weeks for your staff and agency to start making this deduction. Once you see the first deduction of \$2.11 come out of your first paycheck, the following Monday of this deduction is when your coverage becomes active for your term life plan. Good. Um, did you want to add... Who did you want to add for your beneficiary? Who? Who do you want to add as a beneficiary? My sister right now. My sister. Okay, what's her name? I don't know. Sam like, uh, Sam like Mike. Uh- Can you spell it? You want me to spell it out? You see there? Yes. Can you please spell it? I... Okay, um, okay, it is S like Sam. Mm-hmm. U, like, uh, U-N. Uh-huh. Uh, K. Okay. Like the kilo. Mm-hmm. I, like India. Now, V, like the dog. And then I after, okay, so your last name? Yeah. Is that her first name, though? That last name. What's her first name? M like Mary, A like apple. Mm-hmm. Uh-huh. M, N, uh, like Mary, and Y. Uh-huh. And then the other name is, uh, S like Sam... U-K-I-B-I? Uh... Mm. So, is her first name- Uh... ... M-A-N-N-Y? Yeah. Okay, thank you. And then the middle name is, uh, S like Sam. Mm-hmm. P like history. Mm-hmm. R like rosin. Mm-hmm. A like apple. Mm-hmm. C like crown. And, uh, S like ombre. I like, uh, India. Mm-hmm. N like Nancy. And then E. Okay, thank you. And that's your sister, correct? Yes. Okay, I have your sister down as a beneficiary. All right. Did you have any other questions? I was gonna tell you- No. ... that if you, if you did want to add any other plans, the last day that you would have to do so is the 31st of this month, okay? Yeah, there is no, no plan. I don't have that. Okay. All right, thank you for your

time. I hope you have a great day. Okay, thank you. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Oh, yeah, yeah.

Speaker speaker_2: Thank you for calling

Speaker speaker_3: How can I assist you?

Speaker speaker_1: Yes, well, I'm calling about my benefits. You sent it to my email address.

Speaker speaker_3: Okay. How... Um, what staffing agency do you work for?

Speaker speaker_1: Uh, I think, uh, State funding. Hello?

Speaker speaker_3: Yes, sir. What staffing agency do you work for?

Speaker speaker_1: Yes.

Speaker speaker_3: I'm sorry, you said BGSS?

Speaker speaker_1: State funding.

Speaker speaker_3: What's the name of the staffing agency?

Speaker speaker_1: Hold on, hold on. One day. Uh... Hold on. One, four... Hello?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Hello?

Speaker speaker_3: What's the name of your-

Speaker speaker_1: Yes.

Speaker speaker_3: ... staffing agency?

Speaker speaker_1: Is it T-E-A-R-A? A, like apple.

Speaker speaker_3: So, Tara?

Speaker speaker_1: Yes.

Speaker speaker_3: Okay, and what are the last four of your Social?

Speaker speaker_1: The last four?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: These are... Is, uh, 7712.

Speaker speaker_3: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker_1: Is it 10 East, um, Bay Road, uh, apartment 2058, Phoenix, Arizona, 85022.

Speaker speaker_3: So, did you recently move, 'cause I have a different address?

Speaker speaker_1: Yeah, yeah, I move. That's why you have the, the 220, right?

Speaker speaker_3: Um-hmm.

Speaker speaker_1: West. That's what you have. I already move.

Speaker speaker_3: Okay. Uh, what was the address of the 221? Could you please verify it?

Speaker speaker_1: Is it 2-2-20 West Bay Road.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Apartment 20-98. Phoenix, Arizona, 85023.

Speaker speaker_3: Okay. Thank you. And then what was your birthday-

Speaker speaker_1: That's the, that's the old one. That's, uh, is it 12/12/1951.

Speaker speaker_3: Okay. Thank you. And then do you want me to go ahead and update your address?

Speaker speaker_1: Yes. The new one.

Speaker speaker_3: Okay.

Speaker speaker_1: Not the old one.

Speaker speaker_3: What, what's the new address?

Speaker speaker_1: Is it 10 East Bay Road. The apartment 2058. Uh, Phoenix, Arizona, uh, 85022.

Speaker speaker_3: Okay. Thank you. And then I have the phone number-

Speaker speaker_1: Um.

Speaker speaker_3: ... 424-323-1873. Is that correct?

Speaker speaker_1: Yes, that's... Yes. My phone number. That's why I'm calling.

Speaker speaker_3: And then I have sukidmantala@gmail.com. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_3: Okay. And then how can I-

Speaker speaker_1: Sukidmantala@gmail.com. Yeah, I'm calling about my benefits, for 30 days.

Speaker speaker_3: Okay. So you wanted to enroll into the benefits?

Speaker speaker_1: Yeah.

Speaker speaker_3: Okay. So did you know which, which plans you wanted to enroll into or did you want me to go over the plans?

Speaker speaker_1: What you say? Exactly.

Speaker speaker_3: Um, did you want me to go over the plans or did you know which one you wanted to enroll into already?

Speaker speaker_1: No, I don't know.

Speaker speaker_3: Okay.

Speaker speaker_1: I don't know really.

Speaker speaker_3: Okay. So if you want, I can go over the plans with you. Um, would you like me to-

Speaker speaker_1: Sure, sure.

Speaker speaker_3: Would you like me to send you the benefit guide to your email on file? That guide has all the plans that they offer, with the prices to those plans. Would you like me to send it to you while I go over it?

Speaker speaker_1: Can you, can you send me that? Can you tell me again?

Speaker speaker_3: I'm sorry?

Speaker speaker_1: Can you tell me-

Speaker speaker_3: If I can send it to you?

Speaker speaker_1: Oh.

Speaker speaker_3: Yeah, I can. Give me one second. Let me-

Speaker speaker_1: No, it's good.

Speaker speaker_3: ... go ahead and do that.

Speaker speaker_1: Can you tell me now?

Speaker speaker_3: Oh, yeah, I can tell you. Uh, okay.

Speaker speaker_1: Yeah, sure.

Speaker speaker_3: So, so the first... It looks like they only offer three medical plans. The first plan I'm gonna go over is called the Stay Healthy, NAC Tele-RS. So this first plan that I'm gonna go over only covers like a physical visit, some vaccinations-

Speaker speaker_1: No, that... Sorry, bas- basically, um, at the hospital I have, I have my insurance already. I don't need insurance basically.

Speaker speaker_3: Oh, you don't need insurance?

Speaker speaker_1: No, I have that already.

Speaker speaker_3: Oh, okay. You already got it?

Speaker speaker_1: I have insurance, yeah.

Speaker speaker_3: Oh, okay. So you just-

Speaker speaker_1: I have that already.

Speaker speaker_3: So, you didn't want to sign up for the benefits then?

Speaker speaker_1: Yeah, man, it could be... It could be like insurance, I have that already.

Speaker speaker_3: Oh.

Speaker speaker_1: I don't need that, I don't need insurance for this. I have mine already.

Speaker speaker_3: Oh, okay. So, you already have insurance. Okay, give me one second.

Speaker speaker_1: Yeah.

Speaker speaker_3: Let me make sure they don't auto do, auto-enrollment anything. Okay. So, Terra doesn't auto-enroll their members into any of the plans. So, if you don't want to enroll into the benefits, I don't really have to do anything. You can just disregard the messages if you don't want to sign up.

Speaker speaker_1: I mean, there are benefits just for us here, right?

Speaker speaker_3: I'm sorry?

Speaker speaker_1: For these guys over here? Just for us here, that's it, that's the benefits we have.

Speaker speaker_3: I'm sorry, I can't, um, it sounds like you're like covering the phone.

Speaker speaker_1: No, uh, I'm saying I have my insurance already, you know? That's why my question is, I mean, that benefit's just assurance, right? You talk about life assurance. You don't have that yet.

Speaker speaker_3: If we have life insurance?

Speaker speaker_1: Yeah.

Speaker speaker_3: They do have a term life plan. They have-

Speaker speaker_1: No, I don't have that, life assurance. I don't have that. That's all I need. That's it.

Speaker speaker_3: Okay, so you wanted to sign up for the life insurance?

Speaker speaker_1: Yeah, that's what I need. That's it. Yeah.

Speaker speaker_3: Oh, okay. That's the... Okay. So, for life, um, for employee that's \$2.11. For employee and spouse it would be \$2.54. For employee and child it would be \$2.54 weekly, and for the family plan it's \$3.17 a week.

Speaker speaker_1: No, just, just that's it.

Speaker speaker_3: Okay, and that-

Speaker speaker_1: That's a month, right?

Speaker speaker_3: No, every week.

Speaker speaker_1: That's all I need. Yes, okay, that's it then. I needed that too.

Speaker speaker_3: So, so, \$2.11 weekly for the term life plan.

Speaker speaker_1: Okay, I needed that.

Speaker speaker_3: Did you want me to go over what that plan covers?

Speaker speaker_1: Yeah, just the life assurance, that's what I need.

Speaker speaker_3: Okay. So, for term life, employees to age 64 receive \$20,000, spouse, 200... \$2,500, children six months up to age 26,000.

Speaker speaker_1: No, just, just, just, just, just me. I don't have no children this month.

Speaker speaker_3: Yes. Yeah, so that's the... I'm just, I'm reading what it covers.

Speaker speaker_1: Okay.

Speaker speaker_3: Children 14 days up to 6 months, \$500, and for the employee plan that's \$2.11. Did you want to enroll into anything else? They also offer for your ads, the, they offer three medical plans, one being the VIP Standard, the VIP Plus, the NEC TeleRep is here.

Speaker speaker_1: No, no, medical I don't need. I need just life assurance, that's it.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: Just, just, that's it.

Speaker speaker_3: So, do you allow, do you allow VersaTerra Services to make the weekly deduction of \$2.11 for the term life plan?

Speaker speaker_1: Yes, that's all I need. Yes.

Speaker speaker_3: Okay, okay. Please allow one or two weeks for your staff and agency to start making this deduction. Once you see the first deduction of \$2.11 come out of your first paycheck, the following Monday of this deduction is when your coverage becomes active for your term life plan.

Speaker speaker_1: Good.

Speaker speaker_3: Um, did you want to add... Who did you want to add for your beneficiary?

Speaker speaker_1: Who?

Speaker speaker_3: Who do you want to add as a beneficiary?

Speaker speaker_1: My sister right now. My sister.

Speaker speaker_3: Okay, what's her name?

Speaker speaker_1: I don't know. Sam like, uh, Sam like Mike. Uh-

Speaker speaker_3: Can you spell it?

Speaker speaker_1: You want me to spell it out? You see there?

Speaker speaker_3: Yes. Can you please spell it?

Speaker speaker_1: I... Okay, um, okay, it is S like Sam.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: U, like, uh, U-N.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: Uh, K.

Speaker speaker_3: Okay.

Speaker speaker_1: Like the kilo.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: I, like India. Now, V, like the dog.

Speaker speaker_3: And then I after, okay, so your last name?

Speaker speaker_1: Yeah.

Speaker speaker_3: Is that her first name, though?

Speaker speaker_1: That last name.

Speaker speaker_3: What's her first name?

Speaker speaker_1: M like Mary, A like apple.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Uh-huh. M, N, uh, like Mary, and Y.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: And then the other name is, uh, S like Sam...

Speaker speaker_3: U-K-I-B-I?

Speaker speaker_1: Uh... Mm.

Speaker speaker_3: So, is her first name-

Speaker speaker_1: Uh...

Speaker speaker_3: ... M-A-N-N-Y?

Speaker speaker_1: Yeah.

Speaker speaker_3: Okay, thank you.

Speaker speaker_1: And then the middle name is, uh, S like Sam.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: P like history.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: R like rosin.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: A like apple.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: C like crown. And, uh, S like ombre. I like, uh, India.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: N like Nancy. And then E.

Speaker speaker_3: Okay, thank you. And that's your sister, correct?

Speaker speaker_1: Yes.

Speaker speaker_3: Okay, I have your sister down as a beneficiary. All right. Did you have any other questions? I was gonna tell you-

Speaker speaker_1: No.

Speaker speaker_3: ... that if you, if you did want to add any other plans, the last day that you would have to do so is the 31st of this month, okay?

Speaker speaker_1: Yeah, there is no, no plan. I don't have that.

Speaker speaker_3: Okay. All right, thank you for your time. I hope you have a great day.

Speaker speaker_1: Okay, thank you. You too.

Speaker speaker_3: Thank you.

Speaker speaker_1: Bye.