

Transcript: Estefania

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Full Transcript

Yes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? How you doing, Stephanie? Uh, my name is Darius, Darius Brownlee. I was calling to see, I was trying to get on a plan, like, uh, like a medical plan for just eye, eye care. Okay. Um, what staffing agency do you work for? I'm with Crown Services. And then what are the last four of your Social? 2156. Um- For security... Mm-hmm. Yeah. For security- 21... Yeah, 21-5... 2156. For security purposes, can you verify your address and date of birth? Uh, my address is, uh, 3014 West Jackson Street. 6- It's 3014? Yes. I have different numbers. Did you m- maybe move? Oh, oh, you got a different number? Mm-hmm. Uh, okay. So is it 1105 North Mayfield Avenue? No, it's not that one either. That's not it? It's, it's Jackson Street, right? Yes, but the numbers that you provided aren't the same that I have on the form. Yeah, I know, but 'cause I, I moved. So I forgot where the, I just... It's 3014, I think. If you don't remember, um, since it's security questions that you do gotta confirm, you can also verify your full Social, because that address isn't correct. Okay. Uh, can I give you my address? I mean, my, uh, Social Security number? Yes. I'm sorry. Mm-hmm. 32880 2156. I'm sorry. I, I moved there- It doesn't- ... a while ago, and I forgot that. It's fine. So I have 3401 Jackson Street 1. 30... 30... 30... What is it? 3401 Jackson Street 1. Yeah, that's it. That's it. Is that still correct or do you want me to change those numbers? No, uh, y- you can, uh... No, you can't... Can you change it to 1105 North Mayfield, M-A-Y-F-I-E-L-D, Avenue, 60651 Chicago, Illinois? Hello? Yes, sir. Sorry. Oh, I'm sorry. Sorry. And then what was that ZIP code again? Uh, 60651. 60651 Chicago, Illinois. 1105 North Mayfield Avenue. Yes, I'm, I'm just trying to get some benefits for eye care. Okay. All right. And then I have 708-838-5896. That was your phone number? Yes. Yes, ma'am. Okay. So, um, I was gonna tell you, since I do have different hire dates on file, whenever we see this, we do have to send out an email to our main office to do a eligibility review to see if you are eligible. Once they confirm with me that I am allowed to enroll you into the benefits, I will be giving you a call back letting you know if you can or can't be enrolled. But first, I do have to send that email to the main office, and most likely they'll get back to me today. Um, is a good number to reach you 708-838? That's correct. 55896. Okay. Yes, sir. So I'll be sending that email right now. And then I'm pretty sure since it's early in the morning they should be answering today, and then you should be getting a call back from me. Um, if for some reason you don't answer, I will be leaving you a voice message, as well as sending you an email requesting a call back. Okay. Okay. So, so, so I have to be ele- I mean, what, what, what's the qualifications of being, like, approved for it? So I'm not sure how they approve it when it comes to multiple hire dates. I think they reach out to your staffing agency to see if you're within the period of, um, being eligible to enroll. I'm not really sure. The main office takes care of that. So I'm not really 100% sure. Okay. But I just know I have to send that email out. Um, but you will be getting a reply from me today. Okay. And then, if you want, in the

meantime, just in case you are eligible, I can go ahead and send you the benefit guide to your email file. That benefit guide has all the plans that they offer with the weekly deductions to those plans, as well as it explains to you what it all, it covers. Um, so the vision plan will be on there as well. Um, if you want, I can go ahead and email that to you just in case you are eligible, and once we do give you- Okay. ... a call back, we can, we can just send you information on that. Um, do you want me to- Okay. 'Cause I just got, uh, uh... I just got enrolled with Crown Services maybe, like, three weeks ago, so. Okay. Um, and if you want, I can go ahead and send you that. I went ahead and emailed that to your email. Okay. Um, do you mind confirming that you received it? That's that guide that shows you the plans that the staffing agency offers. Okay. Just one second. Did you send it now? Yes. And then it should come from info@benefitsinacard.com. Oh, okay. It's a BIC guide? Yes. It's gonna say, um, benefit guide. Benefit guide. I think... Yeah, that's it. Thank you. Okay. So that has all the plans, and then I'm sending that email right now. Okay. Thank you. Hope you get back to me soon. Okay. Yes, sir. Yes, ma'am. Thank you. Have a nice one. Have a nice day. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Yes.

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

Speaker speaker_0: How you doing, Stephanie? Uh, my name is Darius, Darius Brownlee. I was calling to see, I was trying to get on a plan, like, uh, like a medical plan for just eye, eye care.

Speaker speaker_1: Okay. Um, what staffing agency do you work for?

Speaker speaker_0: I'm with Crown Services.

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

Speaker speaker_0: 2156. Um-

Speaker speaker_1: For security... Mm-hmm.

Speaker speaker_0: Yeah.

Speaker speaker_1: For security-

Speaker speaker_0: 21... Yeah, 21-5... 2156.

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

Speaker speaker_0: Uh, my address is, uh, 3014 West Jackson Street. 6-

Speaker speaker_1: It's 3014?

Speaker speaker_0: Yes.

Speaker speaker_1: I have different numbers. Did you m- maybe move?

Speaker speaker_0: Oh, oh, you got a different number?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, okay. So is it 1105 North Mayfield Avenue?

Speaker speaker_1: No, it's not that one either.

Speaker speaker_0: That's not it? It's, it's Jackson Street, right?

Speaker speaker_1: Yes, but the numbers that you provided aren't the same that I have on the form.

Speaker speaker_0: Yeah, I know, but 'cause I, I moved. So I forgot where the, I just... It's 3014, I think.

Speaker speaker_1: If you don't remember, um, since it's security questions that you do gotta confirm, you can also verify your full Social, because that address isn't correct.

Speaker speaker_0: Okay. Uh, can I give you my address? I mean, my, uh, Socia- Social Security number?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 32880 2156. I'm sorry. I, I moved there-

Speaker speaker_1: It doesn't-

Speaker speaker_0: ... a while ago, and I forgot that.

Speaker speaker_1: It's fine. So I have 3401 Jackson Street 1.

Speaker speaker_0: 30... 30... 30... What is it?

Speaker speaker_1: 3401 Jackson Street 1.

Speaker speaker_0: Yeah, that's it. That's it.

Speaker speaker_1: Is that still correct or do you want me to change those numbers?

Speaker speaker_0: No, uh, y- you can, uh... No, you can't... Can you change it to 1105 North Mayfield, M-A-Y-F-I-E-L-D, Avenue, 60651 Chicago, Illinois? Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Sorry. Oh, I'm sorry. Sorry.

Speaker speaker_1: And then what was that ZIP code again?

Speaker speaker_0: Uh, 60651. 60651 Chicago, Illinois. 1105 North Mayfield Avenue. Yes, I'm, I'm just trying to get some benefits for eye care.

Speaker speaker_1: Okay. All right. And then I have 708-838-5896. That was your phone number?

Speaker speaker_0: Yes. Yes, ma'am.

Speaker speaker_1: Okay. So, um, I was gonna tell you, since I do have different hire dates on file, whenever we see this, we do have to send out an email to our main office to do a eligibility review to see if you are eligible. Once they confirm with me that I am allowed to enroll you into the benefits, I will be giving you a call back letting you know if you can or can't be enrolled. But first, I do have to send that email to the main office, and most likely they'll get back to me today. Um, is a good number to reach you 708-838?

Speaker speaker_0: That's correct. 55896.

Speaker speaker_1: Okay. Yes, sir. So I'll be sending that email right now. And then I'm pretty sure since it's early in the morning they should be answering today, and then you should be getting a call back from me. Um, if for some reason you don't answer, I will be leaving you a voice message, as well as sending you an email requesting a call back.

Speaker speaker_0: Okay. Okay. So, so, so I have to be ele- I mean, what, what, what's the qualifications of being, like, approved for it?

Speaker speaker_1: So I'm not sure how they approve it when it comes to multiple hire dates. I think they reach out to your staffing agency to see if you're within the period of, um, being eligible to enroll. I'm not really sure. The main office takes care of that. So I'm not really 100% sure.

Speaker speaker_0: Okay.

Speaker speaker_1: But I just know I have to send that email out. Um, but you will be getting a reply from me today.

Speaker speaker_0: Okay.

Speaker speaker_1: And then, if you want, in the meantime, just in case you are eligible, I can go ahead and send you the benefit guide to your email file. That benefit guide has all the plans that they offer with the weekly deductions to those plans, as well as it explains to you what it all, it covers. Um, so the vision plan will be on there as well. Um, if you want, I can go ahead and email that to you just in case you are eligible, and once we do give you-

Speaker speaker_0: Okay.

Speaker speaker_1: ... a call back, we can, we can just send you information on that. Um, do you want me to-

Speaker speaker_0: Okay. 'Cause I just got, uh, uh... I just got enrolled with Crown Services maybe, like, three weeks ago, so.

Speaker speaker_1: Okay. Um, and if you want, I can go ahead and send you that. I went ahead and emailed that to your email.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, do you mind confirming that you received it? That's that guide that shows you the plans that the staffing agency offers.

Speaker speaker_0: Okay. Just one second. Did you send it now?

Speaker speaker_1: Yes. And then it should come from info@benefitsinacard.com.

Speaker speaker_0: Oh, okay. It's a BIC guide?

Speaker speaker_1: Yes. It's gonna say, um, benefit guide.

Speaker speaker_0: Benefit guide. I think... Yeah, that's it. Thank you.

Speaker speaker_1: Okay. So that has all the plans, and then I'm sending that email right now.

Speaker speaker_0: Okay. Thank you. Hope you get back to me soon.

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_0: Yes, ma'am. Thank you. Have a nice one.

Speaker speaker_1: Have a nice day.

Speaker speaker_0: All right. Bye-bye.