

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits and Uncommon Insurance Group . Hello? Yes, sir. I just... How you doing? I was, uh, trying to apply for the insurance. Do they have insurance? Which staffing company do you work with? Huh? Which staffing company do you work with? Manneken. What are the last four of your social? 6485. And the last name? Trigg, T-R-I-G-G. You said the last four is 6485? 9. Which is the nine? Yeah. 6... Uh, 6489. And the last name was T-R-I-G-G? G-G. What is the first name? Eric, E-R-I-C. Did you just started working with them? Um, I'm doing an application. Okay. So we don't have any file for you to process any enrollment into, since they have not sent it over yet, due to the fact that you're still completing that application. I can make a file, but once I make a file, I will need your full social. If you do not feel comfortable providing it on a recorded line, then you'll have to call in once you start working or after you submit that application. Yeah, that's cool. Uh, I'll give two month and call. Bare with me one moment. Hey, what is the full social? 268066489. So we said the last name is T-R-I-G-G, correct? Yes, ma'am. And what is your mailing address? 796 Brown Street, Akron, Ohio 44311. What is your date of birth? August 18th, 2000. And best contact phone number? 216-233-6703. Would you like to provide an email address for the account? Um, erictrigg90@gmail.com. And which plan did you want to enroll into? Uh, which plan was available? They offer medical, dental, vision, short-term disability, life insurance, critical illness group accident, behavior health, ID expert, and 40X membership for prescriptions. M- the medical. There is a total of three medical plans we can offer. One of them is preventative only and the other two are hospital indemnity. Hospital. Yep. Okay. BAP standard is the lowest tier, \$16.22 for employee only, and BAP classic, \$17.88 for employee only per paycheck. Okay. Okay, sir, you'll have to make a choice then. In order for me to process that enrollment, you have to select which medical plan you want to be enrolled into. Um, this first one. I'm sorry? The first one. Okay. You said, you said health, right? I'm sorry? You said health, right? I think that's health. What do you mean by that, sir? W- what are, what are you asking me to, to, to- Sir, you asked me to process an enrollment. I asked you what type of benefits, you said medical. And then I advised you that you need to select which of the two BAP hospital indemnity that you stated you want to be enrolled into. Yeah, the first one. Okay. The BAP standard, \$16.22? Yes, ma'am. Which other plan did you want to be enrolled into? Huh? Which other plan would you like to be enrolled into? Um, it's just medical, right? Okay. Just, just medical. All right. So that will be a total of \$16.22 per paycheck. Do you authorize Manneken Staffing to make those deductions once you start working? Yes, ma'am. Okay. Prior to submitting your enrollment, please keep in mind that plan is under Section 125, which has an IRS regulation. It is tax-free. Due to it being tax-free, you cannot make changes or cancellations unless you have an open enrollment period or a qualified life event once you enroll into it. Okay. Okay. So you are all set. Manneken, once you submit your application,

should be giving you a call and informing you which job they have for you. Once you start working and receive paychecks from them, it should take them one to two weeks to start your deductions. Once you see that very first deduction, following Monday will be when your coverage effective, and that same week of activation by that Friday, they'll email you a digital copy of your benefit card. If you want a hard copy, please give us a call once you become active. Okay. Was there anything else we can assist you with today? No, ma'am. Have a great day and thank you for your time today. You too. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Uncommon Insurance Group .

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I just... How you doing? I was, uh, trying to apply for the insurance. Do they have insurance?

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Huh?

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Manneken.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 6485.

Speaker speaker_0: And the last name?

Speaker speaker_1: Trigg, T-R-I-G-G.

Speaker speaker_0: You said the last four is 6485?

Speaker speaker_1: 9.

Speaker speaker_0: Which is the nine?

Speaker speaker_1: Yeah. 6... Uh, 6489.

Speaker speaker_0: And the last name was T-R-I-G-G?

Speaker speaker_1: G-G.

Speaker speaker_0: What is the first name?

Speaker speaker_1: Eric, E-R-I-C.

Speaker speaker_0: Did you just started working with them?

Speaker speaker_1: Um, I'm doing an application.

Speaker speaker_0: Okay. So we don't have any file for you to process any enrollment into, since they have not sent it over yet, due to the fact that you're still completing that application. I can make a file, but once I make a file, I will need your full social. If you do not feel comfortable providing it on a recorded line, then you'll have to call in once you start working or after you submit that application.

Speaker speaker_1: Yeah, that's cool. Uh, I'll give two month and call.

Speaker speaker_0: Bare with me one moment. Hey, what is the full social?

Speaker speaker_1: 268066489.

Speaker speaker_0: So we said the last name is T-R-I-G-G, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And what is your mailing address?

Speaker speaker_1: 796 Brown Street, Akron, Ohio 44311.

Speaker speaker_0: What is your date of birth?

Speaker speaker_1: August 18th, 2000.

Speaker speaker_0: And best contact phone number?

Speaker speaker_1: 216-233-6703.

Speaker speaker_0: Would you like to provide an email address for the account?

Speaker speaker_1: Um, erictrigg90@gmail.com.

Speaker speaker_0: And which plan did you want to enroll into?

Speaker speaker_1: Uh, which plan was available?

Speaker speaker_0: They offer medical, dental, vision, short-term disability, life insurance, critical illness group accident, behavior health, ID expert, and 40X membership for prescriptions.

Speaker speaker_1: M- the medical.

Speaker speaker_0: There is a total of three medical plans we can offer. One of them is preventative only and the other two are hospital indemnity.

Speaker speaker_1: Hospital.

Speaker speaker_0: Yep. Okay. BAP standard is the lowest tier, \$16.22 for employee only, and BAP classic, \$17.88 for employee only per paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, sir, you'll have to make a choice then. In order for me to process that enrollment, you have to select which medical plan you want to be enrolled into.

Speaker speaker_1: Um, this first one.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: The first one.

Speaker speaker_0: Okay.

Speaker speaker_1: You said, you said health, right?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: You said health, right? I think that's health.

Speaker speaker_0: What do you mean by that, sir?

Speaker speaker_1: W- what are, what are you asking me to, to, to-

Speaker speaker_0: Sir, you asked me to process an enrollment. I asked you what type of benefits, you said medical. And then I advised you that you need to select which of the two BAP hospital indemnity that you stated you want to be enrolled into.

Speaker speaker_1: Yeah, the first one.

Speaker speaker_0: Okay. The BAP standard, \$16.22?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Which other plan did you want to be enrolled into?

Speaker speaker_1: Huh?

Speaker speaker_0: Which other plan would you like to be enrolled into?

Speaker speaker_1: Um, it's just medical, right?

Speaker speaker_0: Okay.

Speaker speaker_1: Just, just medical.

Speaker speaker_0: All right. So that will be a total of \$16.22 per paycheck. Do you authorize Manneken Staffing to make those deductions once you start working?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Prior to submitting your enrollment, please keep in mind that plan is under Section 125, which has an IRS regulation. It is tax-free. Due to it being tax-free, you cannot make changes or cancellations unless you have an open enrollment period or a qualified life event once you enroll into it.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So you are all set. Manneken, once you submit your application, should be giving you a call and informing you which job they have for you. Once you start working and receive paychecks from them, it should take them one to two weeks to start your deductions. Once you see that very first deduction, following Monday will be when your coverage effective, and that same week of activation by that Friday, they'll email you a digital copy of your benefit card. If you want a hard copy, please give us a call once you become active.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Have a great day and thank you for your time today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure.