

Transcript: Franchesca

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Full Transcript

Thank you for calling... 00:00:04can I assist you today? Yeah, this is Creative Circle. No, ma'am, we're benefits and not current administrators of the health insurance for the staffing company. Yeah, um, I wanna sign up for my, um, my dental insurance, um, with my, my staffing agency. Can you help me sign up? 00:00:22do you work with? Is it Creative Circle? Yeah. What are the last four of the Social? 8162. And the last name? Neuringer, N-E-U-R-I-N-G-E-R. Um, I also wanna sign my daughter up. She's a dependent. Can you please verify the mailing address and date of birth to make sure I'm in the right account? 27 Oak Creek Road, El Sobrante, California 94803. And, um, you said date of birth? Yes, ma'am. Yeah, um, October 2nd, 1975. We show up at 4002 as 415-317-8374? Yeah. We have your email down as your first name period last name at gmail.com? Yeah. And currently, dental is the only plan you want to be enrolled into? Yeah, the dental with myself and my daughter. All right. And were you aware that the dental's on the offer and the bundle deal with the vision and life insurance? Yeah. Okay. Do you authorize Creative Circle to make a deduction of \$7.90 per paycheck for your selected benefit? Yeah. Is it more 'cause I have a daughter? I actually almost forgot to add the child. It is gonna be more. Yeah. It's actually \$17.11 per paycheck. Yeah, that's okay. It's before taxes, right? So these deductions are made after taxes. Oh, really? I always thought they were before. Okay. No, 'cause these are limited PPO plans. Okay. So these are actually taken after taxes. What does it mean limited? Limited meaning that it's not a major medical insurance. Oh. And major medical insurance, those plans are usually have deductibles, copays and percentages. Yeah, that's fine. I'll just... Do I have... Do you need my daughter's information? Yes, ma'am. I was just about to ask you for it. What is her first and last name? I'm gonna spell it. It's Dalila. It's spelled D-A-L-I-L-A. What is the last name? Uh, it's different than mine. It's Whitaker, W-H-I-T-A-K-E-R. Do you have her Social? Um, actually I do. Hold on one second. Put my glasses on. It's, um, 026-99-9719. 9719 are the last four, correct? 9719, yeah. And what is her date of birth? September 24th, 2013. And lastly, who would you like to put down as a beneficiary for the life insurance? Um, I have a trust. Can I put my, my trust down? Okay. For myself or my daughter? Yeah. It will be as far as the one on your daun- on yourself. Okay. Um, Spar- it's called the Sparkles Living Trust. All right. So you're all set. Once you do start working, allow one to two weeks for them to start making those deductions. Okay. 00:04:13When does it get active? Yes, ma'am. I was just about to go over that. When you see that very first section, following Monday, coverage will become active. That same week of activation- Are you gonna send me a, um, a confirmation email? Could I finish the dis- Could I finish the disclaimer first, ma'am, if you wouldn't mind? Uh-huh. Once you see the first deduction, following Monday, coverage will become effective. That same week of activation, Friday's when the carrier send out those benefit cards. No, ma'am, we don't send out any enrollment confirmation unless it's

requested. Okay. In case you want to request one. Okay. Yeah, I wanna request it, yes. The benefit card, yeah. Okay. 00:05:01It'll take 24 to 48 hours for them to ten- send you the enrollment confirmation. Okay. Is there anything else that I can assist you with today? Um, no, that's it. All right. Have a wonderful rest of your day. Thank you for your time today. Okay, bye.

Conversation Format

Speaker speaker_0: Thank you for calling... 00:00:04can I assist you today?

Speaker speaker_1: Yeah, this is Creative Circle.

Speaker speaker_0: No, ma'am, we're benefits and not current administrators of the health insurance for the staffing company.

Speaker speaker_1: Yeah, um, I wanna sign up for my, um, my dental insurance, um, with my, my staffing agency. Can you help me sign up? 00:00:22do you work with? Is it Creative Circle? Yeah.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 8162.

Speaker speaker_0: And the last name?

Speaker speaker_1: Neuringer, N-E-U-R-I-N-G-E-R. Um, I also wanna sign my daughter up. She's a dependent.

Speaker speaker_0: Can you please verify the mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_1: 27 Oak Creek Road, El Sobrante, California 94803. And, um, you said date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah, um, October 2nd, 1975.

Speaker speaker_0: We show up at 4002 as 415-317-8374?

Speaker speaker_1: Yeah.

Speaker speaker_0: We have your email down as your first name period last name at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: And currently, dental is the only plan you want to be enrolled into?

Speaker speaker_1: Yeah, the dental with myself and my daughter.

Speaker speaker_0: All right. And were you aware that the dental's on the offer and the bundle deal with the vision and life insurance?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Do you authorize Creative Circle to make a deduction of \$7.90 per paycheck for your selected benefit?

Speaker speaker_1: Yeah. Is it more 'cause I have a daughter?

Speaker speaker_0: I actually almost forgot to add the child. It is gonna be more.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's actually \$17.11 per paycheck.

Speaker speaker_1: Yeah, that's okay. It's before taxes, right?

Speaker speaker_0: So these deductions are made after taxes.

Speaker speaker_1: Oh, really? I always thought they were before. Okay.

Speaker speaker_0: No, 'cause these are limited PPO plans.

Speaker speaker_1: Okay.

Speaker speaker_0: So these are actually taken after taxes.

Speaker speaker_1: What does it mean limited?

Speaker speaker_0: Limited meaning that it's not a major medical insurance.

Speaker speaker_1: Oh.

Speaker speaker_0: And major medical insurance, those plans are usually have deductibles, copays and percentages.

Speaker speaker_1: Yeah, that's fine. I'll just... Do I have... Do you need my daughter's information?

Speaker speaker_0: Yes, ma'am. I was just about to ask you for it. What is her first and last name?

Speaker speaker_1: I'm gonna spell it. It's Dalila. It's spelled D-A-L-I-L-A.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Uh, it's different than mine. It's Whitaker, W-H-I-T-A-K-E-R.

Speaker speaker_0: Do you have her Social?

Speaker speaker_1: Um, actually I do. Hold on one second. Put my glasses on. It's, um, 026-99-9719.

Speaker speaker_0: 9719 are the last four, correct?

Speaker speaker_1: 9719, yeah.

Speaker speaker_0: And what is her date of birth?

Speaker speaker_1: September 24th, 2013.

Speaker speaker_0: And lastly, who would you like to put down as a beneficiary for the life insurance?

Speaker speaker_1: Um, I have a trust. Can I put my, my trust down?

Speaker speaker_0: Okay.

Speaker speaker_1: For myself or my daughter? Yeah.

Speaker speaker_0: It will be as far as the one on your daun- on yourself.

Speaker speaker_1: Okay. Um, Spar- it's called the Sparkles Living Trust.

Speaker speaker_0: All right. So you're all set. Once you do start working, allow one to two weeks for them to start making those deductions.

Speaker speaker_1: Okay. 00:04:13When does it get active?

Speaker speaker_0: Yes, ma'am. I was just about to go over that. When you see that very first section, following Monday, coverage will become active. That same week of activation-

Speaker speaker_1: Are you gonna send me a, um, a confirmation email?

Speaker speaker_0: Could I finish the dis- Could I finish the disclaimer first, ma'am, if you wouldn't mind?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Once you see the first deduction, following Monday, coverage will become effective. That same week of activation, Friday's when the carrier send out those benefit cards. No, ma'am, we don't send out any enrollment confirmation unless it's requested.

Speaker speaker_1: Okay.

Speaker speaker_0: In case you want to request one.

Speaker speaker_1: Okay. Yeah, I wanna request it, yes. The benefit card, yeah.

Speaker speaker_0: Okay. 00:05:01It'll take 24 to 48 hours for them to ten- send you the enrollment confirmation.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else that I can assist you with today?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: All right. Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Okay, bye.