

Transcript: Francesca

Baez-5414770136891392-6610496749617152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon, my name is Francesca with Benefits in a Cart, calling on behalf of Search Staff and Jessica Miss Preacher. Yes? Yes, ma'am. We were calling in regarding the enrollment you were processing online. Um, you selected to have the vision plan for yourself and children but you did not put the children's information. Oh, sorry. So I was going to... Yes, ma'am. Once again, you processed an enrollment online and you selected to have the vision plan for yourself and a child but you didn't put the child's information. So I were calling to see if we could get it. Yes. Um, I do see here you have a beneficiary, Trinity Johnson. Would that be same person you're trying to put down as the child dependent? I am. All right. And do you have his Social by any chance? If not, it's okay. Yes. It's 419- Mm-hmm. ...57...0- Mm-hmm. ...118. All right, and then the last thing is his date of birth, please. So the date of birth is March 16th, 2004. 03/16/04, correct? Mm-hmm. All right, so you are all set, ma'am. Once you start working and see that first deduction, following Monday coverage will be effective, and same week of activation. Friday, they'll mail out those benefit cards for you. You said so it starts... When does coverage start, from my birthday or 90 days? Uh, no, ma'am. So once you start working and you see that- Uh-huh. ...first deduction for coverage, following Monday is gonna be when it becomes effective. Okay, gotcha. All right, you are all set. All right. Do you have any questions for us? Uh, no, ma'am. All right, thank you so much for taking my call. I appreciate it. I hope you have a wonderful rest of your day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Good afternoon, my name is Francesca with Benefits in a Cart, calling on behalf of Search Staff and Jessica Miss Preacher.

Speaker speaker_1: Yes?

Speaker speaker_2: Yes, ma'am. We were calling in regarding the enrollment you were processing online. Um, you selected to have the vision plan for yourself and children but you did not put the children's information.

Speaker speaker_1: Oh, sorry.

Speaker speaker_2: So I was going to... Yes, ma'am. Once again, you processed an enrollment online and you selected to have the vision plan for yourself and a child but you didn't put the child's information. So I were calling to see if we could get it.

Speaker speaker_1: Yes.

Speaker speaker_2: Um, I do see here you have a beneficiary, Trinity Johnson. Would that be same person you're trying to put down as the child dependent?

Speaker speaker_1: I am.

Speaker speaker_2: All right. And do you have his Social by any chance? If not, it's okay.

Speaker speaker_1: Yes. It's 419-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ...57...0- Mm-hmm. ...118.

Speaker speaker_2: All right, and then the last thing is his date of birth, please.

Speaker speaker_1: So the date of birth is March 16th, 2004.

Speaker speaker_2: 03/16/04, correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right, so you are all set, ma'am. Once you start working and see that first deduction, following Monday coverage will be effective, and same week of activation. Friday, they'll mail out those benefit cards for you.

Speaker speaker_1: You said so it starts... When does coverage start, from my birthday or 90 days?

Speaker speaker_2: Uh, no, ma'am. So once you start working and you see that-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ...first deduction for coverage, following Monday is gonna be when it becomes effective.

Speaker speaker_1: Okay, gotcha.

Speaker speaker_2: All right, you are all set.

Speaker speaker_1: All right.

Speaker speaker_2: Do you have any questions for us?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_2: All right, thank you so much for taking my call. I appreciate it. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.