

## Transcript: Franchesca

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### Full Transcript

Thank you for calling Benefits and Medicare. My name is Jessica. How can I assist you today? Yes, ma'am. I'm trying to do my, all my insurance information online for, uh, this contractor I'm working for, and I, I'm trying to get the family plan for the health and all that. But I'm not... Me and my, it's my fiancée. We're not legally married yet. We, I mean, the hell we've been together like eight, nine years. I tried to do the domestic partner or whatever it was, but it said I had to contact y'all. They might have an affidavit requirement. Which staffing company is that with? Uh, SST, Superior Skilled Trades. Let's see. Yes, sir. So it says that it's supposed to let you do it, because, um, the information they provided to us when we became their administrators does not say there's any type of affidavit or requirement. Give me a second. Let me check a look into another window. I'll be right back. Okay. Yes, ma'am. Oh, you got the drone? No, I got a little more. Oh, yeah. That's right. Yeah, I got one more of them to build. On one side by just some stuff I put. I know it. I just need you to know that way when you go out there, but it- But you can cuss me when you doing it. Yeah. Oh, I know. Motherfucker, don't do this. Pap, pap, pap, pap, pap, pap. That's how I got you. Oh, yeah. They are fucking stupid. They're being planned to murder you. They're going to fuck it up. They're fucking stupid. You know what I mean? I was like, "Oh, yeah." Put a bike bar on that or put a ball on it? No, I'll put a handle or something on that motherfucker that goes, "Well, damn, bam!" I got mail one more. One more just like that. Same exact thing? Yeah, all around. Yeah, you can get that, either one of them. They fucked with that stroke. Yeah. Get your head. Fucking able to feel it. Yeah. Doing lighter as well as heavier weights. I started off light too. Yeah, you know, harder. I started off with four or five. Yeah, I can't do much more than that. It doesn't feel as good. You know what I mean? Oh, my God. This is a bad thing. Who's owner... Who's owner? He might be our father. All right. Well, I'm going to sit here and fucking ask her if she talks on the phone. I don't give a... Oh, fuck me. Not yet. Oh, fuck. I ain't worried about him. Not yet. I don't... Yeah, yeah. Okay, but anyway. Hey, let me ask him, that's something. That's his children isn't it? Yeah. Hey, James, yo, ask him if he talked to him for a little bit, huh? See if he's going to throw away them bullets in the back of his truck. No, I ain't going to get rid of them. I'll take them. We'll put them bitches in here. That thing was good. I pulled two up over here. There he is right there. He's throwing them still away, mother- I do apologize for the long hold. Thank you for holding. Yes, ma'am. So I'm not sure why it's not letting you do it online. I did make sure to check all the documentation, and it says that you're not supposed to submit anything else aside from the election since they don't have any of those requirements. The other option will be for us to process said enrollment over the phone instead. I... Yes, ma'am. Can I go ahead and do that then? I have all the information, like I had to show, because I got two kids and her. Mm-hmm. Uh, I have the Social Security numbers, date of births. I have everything I need, and I filled everything out online. It just, it, it wouldn't let me do the domestic partnership

for her, so she could be on the insurance. Okay. Let's go ahead and see if I have access to your account yet. What are the last four of the Social? Uh, mine is, uh, 93544. And the last name? Barber. B-A-R-B-E-R. Oh. Could you verify your moving address and date of birth? Uh, my mailing address is 2-, uh... I'm sorry, baby. Hold up. I can't... I, we just moving on to something else. Uh, 22428 Herman Latner Road, Social, Mississippi 39574 and my date of birth is 11/19/93. I have Beth Contact, 228-229-4003. Yes, ma'am. Can I have your email down as first and last name at yahoo.com? Yes, ma'am. Um, so actually, Mr. Barber, when you submitted it and it gave you the error message, it did process the application. I believe the reason for your error message to call us was to provide her information. It might not have let you put it in there 'cause I do have here a pending enrollment process today for medical, group accident, dental, short-term disability, critical illness, life insurance, vision and hospital indemnity, all for family, except for that short-term disability and I do have the two kids here so I believe we're just missing her. Okay. Uh, hold up. Let me just... I'm gonna put you on speaker, darling and then I'm- Mm-hmm. ... going to try to get back online real quick and it says... Okay, so I got her first and last name, her gender, her date of birth and her, uh, Social Security number on there and then when I click domes- like, select value for relationship, it says, "To add your domestic partner, please contact BIC." Yes, sir. So I believe that's why they went ahead and said that. It looks like we have to do that part on our end. I can go ahead and add her in there. What's her first and last name? Uh, Kaleigh, K-A-L... I mean, I'm sorry, K-A, uh, L... H. One more time, I'm sorry. K-A? It's K-A-I L-E-I-G-H. And the last name? Skinner, S-K-I-N-N-E-R. What is her Social? Uh, her Social is 427-77-7175. And the date of birth? 06/15/1994. All right, and then the other thing that we will be n- missing is the beneficiary for the life insurance. Who would you like to put down for that life insurance for all four of you guys? Uh, you can put... For all four of us? Uh, you can put, uh, uh, uh... You gotta have their Social for whoever's gonna be the beneficiary? No, sir, just their first and last name and their relationship to you. Okay, uh, Jamie Barber, J-A-M-I-E Barber, B-A-R-B-E-R and that's my mother. All right, Mr. Barber, you are all set. All that is left is to wait one to two weeks for them to start making the deductions and when you see the first deduction of 127 and 13 cents, following Monday, the policy will be effective. In that same week of activation, Friday, your carriers will send out those benefit cards. Okay, thank you so much. Of course. And then the other thing, I do have to warn you, the BIC Classic only has a digital card, so if you want a physical card to be sent to your home, give us a call during your week of activation to request a mail copy to be sent out. Okay. Yes, ma'am. Have a wonderful rest of your day. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Medicare. My name is Jessica. How can I assist you today?

Speaker speaker\_1: Yes, ma'am. I'm trying to do my, all my insurance information online for, uh, this contractor I'm working for, and I, I'm trying to get the family plan for the health and all that. But I'm not... Me and my, it's my fiance. We're not legally married yet. We, I mean, the hell we've been together like eight, nine years. I tried to do the domestic partner or whatever it

was, but it said I had to contact y'all.

Speaker speaker\_0: They might have an affidavit requirement. Which staffing company is that with?

Speaker speaker\_1: Uh, SST, Superior Skilled Trades.

Speaker speaker\_0: Let's see. Yes, sir. So it says that it's supposed to let you do it, because, um, the information they provided to us when we became their administrators does not say there's any type of affidavit or requirement. Give me a second. Let me check a look into another window. I'll be right back.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_2: Oh, you got the drone?

Speaker speaker\_1: No, I got a little more.

Speaker speaker\_2: Oh, yeah. That's right.

Speaker speaker\_1: Yeah, I got one more of them to build.

Speaker speaker\_2: On one side by just some stuff I put. I know it. I just need you to know that way when you go out there, but it-

Speaker speaker\_1: But you can cuss me when you doing it.

Speaker speaker\_2: Yeah. Oh, I know. Motherfucker, don't do this.

Speaker speaker\_3: Pap, pap, pap, pap, pap, pap.

Speaker speaker\_2: That's how I got you.

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_2: They are fucking stupid. They're being planned to murder you. They're going to fuck it up. They're fucking stupid. You know what I mean? I was like, "Oh, yeah."

Speaker speaker\_1: Put a bike bar on that or put a ball on it?

Speaker speaker\_2: No, I'll put a handle or something on that motherfucker that goes, "Well, damn, bam!"

Speaker speaker\_1: I got mail one more.

Speaker speaker\_2: One more just like that.

Speaker speaker\_1: Same exact thing?

Speaker speaker\_2: Yeah, all around. Yeah, you can get that, either one of them. They fucked with that stroke. Yeah.

Speaker speaker\_1: Get your head.

Speaker speaker\_2: Fucking able to feel it. Yeah. Doing lighter as well as heavier weights. I started off light too.

Speaker speaker\_1: Yeah, you know, harder.

Speaker speaker\_2: I started off with four or five. Yeah, I can't do much more than that. It doesn't feel as good. You know what I mean?

Speaker speaker\_1: Oh, my God. This is a bad thing.

Speaker speaker\_2: Who's owner... Who's owner?

Speaker speaker\_1: He might be our father.

Speaker speaker\_2: All right. Well, I'm going to sit here and fucking ask her if she talks on the phone. I don't give a... Oh, fuck me.

Speaker speaker\_1: Not yet.

Speaker speaker\_2: Oh, fuck. I ain't worried about him.

Speaker speaker\_1: Not yet.

Speaker speaker\_2: I don't... Yeah, yeah. Okay, but anyway. Hey, let me ask him, that's something. That's his children isn't it?

Speaker speaker\_4: Yeah.

Speaker speaker\_2: Hey, James, yo, ask him if he talked to him for a little bit, huh? See if he's going to throw away them bullets in the back of his truck.

Speaker speaker\_4: No, I ain't going to get rid of them. I'll take them.

Speaker speaker\_2: We'll put them bitches in here. That thing was good. I pulled two up over here. There he is right there. He's throwing them still away, mother-

Speaker speaker\_0: I do apologize for the long hold. Thank you for holding.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So I'm not sure why it's not letting you do it online. I did make sure to check all the documentation, and it says that you're not supposed to submit anything else aside from the election since they don't have any of those requirements. The other option will be for us to process said enrollment over the phone instead.

Speaker speaker\_1: I... Yes, ma'am. Can I go ahead and do that then? I have all the information, like I had to show, because I got two kids and her.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, I have the Social Security numbers, date of births. I have everything I need, and I filled everything out online. It just, it, it wouldn't let me do the domestic partnership for her, so she could be on the insurance.

Speaker speaker\_0: Okay. Let's go ahead and see if I have access to your account yet. What are the last four of the Social?

Speaker speaker\_1: Uh, mine is, uh, 93544.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Barber. B-A-R-B-E-R.

Speaker speaker\_0: Oh. Could you verify your moving address and date of birth?

Speaker speaker\_1: Uh, my mailing address is 2-, uh... I'm sorry, baby. Hold up. I can't... I, we just moving on to something else. Uh, 22428 Herman Latner Road, Social, Mississippi 39574 and my date of birth is 11/19/93.

Speaker speaker\_0: I have Beth Contact, 228-229-4003.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can I have your email down as first and last name at yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Um, so actually, Mr. Barber, when you submitted it and it gave you the error message, it did process the application. I believe the reason for your error message to call us was to provide her information. It might not have let you put it in there 'cause I do have here a pending enrollment process today for medical, group accident, dental, short-term disability, critical illness, life insurance, vision and hospital indemnity, all for family, except for that short-term disability and I do have the two kids here so I believe we're just missing her.

Speaker speaker\_1: Okay. Uh, hold up. Let me just... I'm gonna put you on speaker, darling and then I'm-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... going to try to get back online real quick and it says... Okay, so I got her first and last name, her gender, her date of birth and her, uh, Social Security number on there and then when I click domes- like, select value for relationship, it says, "To add your domestic partner, please contact BIC."

Speaker speaker\_0: Yes, sir. So I believe that's why they went ahead and said that. It looks like we have to do that part on our end. I can go ahead and add her in there. What's her first and last name?

Speaker speaker\_1: Uh, Kaleigh, K-A-L... I mean, I'm sorry, K-A, uh, L... H.

Speaker speaker\_0: One more time, I'm sorry. K-A?

Speaker speaker\_1: It's K-A-I L-E-I-G-H.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Skinner, S-K-I-N-N-E-R.

Speaker speaker\_0: What is her Social?

Speaker speaker\_1: Uh, her Social is 427-77-7175.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 06/15/1994.

Speaker speaker\_0: All right, and then the other thing that we will be n- missing is the beneficiary for the life insurance. Who would you like to put down for that life insurance for all four of you guys?

Speaker speaker\_1: Uh, you can put... For all four of us? Uh, you can put, uh, uh, uh... You gotta have their Social for whoever's gonna be the beneficiary?

Speaker speaker\_0: No, sir, just their first and last name and their relationship to you.

Speaker speaker\_1: Okay, uh, Jamie Barber, J-A-M-I-E Barber, B-A-R-B-E-R and that's my mother.

Speaker speaker\_0: All right, Mr. Barber, you are all set. All that is left is to wait one to two weeks for them to start making the deductions and when you see the first deduction of 127 and 13 cents, following Monday, the policy will be effective. In that same week of activation, Friday, your carriers will send out those benefit cards.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: Of course. And then the other thing, I do have to warn you, the BIC Classic only has a digital card, so if you want a physical card to be sent to your home, give us a call during your week of activation to request a mail copy to be sent out.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: Have a wonderful rest of your day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye.