

Transcript: Francesca

Baez-6541412822630400-4912435142017024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I help you? Hey, this is Dan. How you doing? Good. How can I assist you? Uh, I need to enroll- Excuse me? ... uh, health benefits. Excuse me? Can you repeat that? I need to enroll for a, a health benefit. What staffing company do you work with? Insurance coverage. I need to get an insurance coverage. And I understand that, sir, but I need to locate an account. If you will be so kind to please tell me what staffing company you work with. Uh, it's, uh, IOB. I'm sorry? Industry of Brands. I believe that will be the assignment they got you, the job. I need the staffing company, the ones that help you get that job, the one that tells you to call us. Resources. Okay. So the resource company is your actual staffing company. That's who you're gonna get- Yes. ... the benefits through. What are the last four of your social? Yeah, resources. The last four digits? Mm-hmm. 3831. And your last name, please? I can't hear you. Your last name, please? Uh, K-W-I-Z-E-R-A. Can you please verify your mailing address and your date of birth? Uh, my date of birth is, uh, 01/01/2004. 2001? Sorry. What was the year? And the street, uh, 2004, 20-04. Okay. And the street address is, uh, 4807 Lonita Street, L-O-N-I-T-A Street, Greensboro, North Carolina, 27407. I have the best phone number to reach you as 336-609-0824. I mean, 60- Yes, ma'am. And I have your email down as danitrust68@gmail.com. Sure. Did you know which plans you wanted to be enrolled into? Huh? Did you know which plan, what plan you want to be enrolled into? No. Okay. Your staffing company offers medical, dental, vision, short-term disability, 24-hour group accident, critical illness with cancer benefits, term life, which is their life insurance, behavior health, which is virtual therapy, ID expert, which is an identity theft protection, and for your ex, which is a medication membership. All of those plans are separate. Depending on which plans you'll be enrolling into as well as how many plans will depend on how much you're gonna pay for insurance per paycheck. Okay. Uh, let me get the acci- uh, the accident one. Okay., the group accident? Yeah. How much I will be paying for a group accident? Group accident is \$1.86 per paycheck. Hmm? \$1.86 per paycheck. Oh, okay. All right. Was there another plan you would like to be enrolled into? Uh, no, the same. Just group accident? Yeah. So, uh, is there any other accidents, like, that usually happens? Huh? Yes, sir. I'm sorry, can you repeat your question? Yeah. I was, uh, asking, like, is there any accident, like, in the company the most, most time be happening and be common? So we wouldn't have that information 'cause we only administer the insurance. You'll have to speak with your job directly and ask them if there's any often repeated accidents in there. Okay. All right. Okay. And then for me to... But I... But I... But I got, but I got enrolled for a good injury, right? I'm sorry, what do you mean enroll for a good injury? Um, like, you register me for a good accident. Like... What benefit did you register me? What benefits of the plan that you were selecting covered? The ones for the

inj- the ones for the accident, right? Yes, sir. That's the one that you selected, group accident, but I'm asking what is your question because I'm not understanding it. I'm sorry. Yeah, I was asking the, uh, I was asking the, the insurance, the, that you put me on and then you- Yes, sir. ... put the injuries. Good, good accident. It all depends on- It all depends on what your needs are, sir. Legally speaking, I don't have any opinion in regards to these benefits. These are benefits that your staffing company selects to offer their members. We're just here to administer them. Yeah, okay. So, legally speaking- Yeah. ... my opinion can't be considered into what you're selecting. You can tell me what you're looking for and I can guide you into which plans will have it and which won't, but it all depends on whether or not you feel it'll be a good plan for you to be enrolled into. Okay. That's it. Tha- that's the only one I need. So you only want me to do group accident, correct? Yes. Group accident. Do you authorize the resource company to make the deduction of \$1.86 per paycheck for group accident selections? Mm-hmm. Okay. All right. So this should be effective December 23rd. Friday of December 23rd you'll go ahead and see that your carriers should already have all your information into the system. Due to it being a group accident plan, there is no physical benefit card for that plan. In the event that you need the policy number, just give us a call after your activation week or during the activation week after Wednesday and we can provide you that policy number. So wha- when I would, uh, uh, reactivate it? December 23rd, sir. December 23rd? Yes, sir. Okay. I will have to call this number back? To get the policy number if you need it? Yes, sir. Okay. Uh, thank you. No problem. My pleasure. I hope you have a wonderful rest of your day. Uh, you too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I help you?

Speaker speaker_2: Hey, this is Dan. How you doing?

Speaker speaker_1: Good. How can I assist you?

Speaker speaker_2: Uh, I need to enroll-

Speaker speaker_1: Excuse me?

Speaker speaker_2: ... uh, health benefits.

Speaker speaker_1: Excuse me? Can you repeat that?

Speaker speaker_2: I need to enroll for a, a health benefit.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Insurance coverage. I need to get an insurance coverage.

Speaker speaker_1: And I understand that, sir, but I need to locate an account. If you will be so kind to please tell me what staffing company you work with.

Speaker speaker_2: Uh, it's, uh, IOB.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Industry of Brands.

Speaker speaker_1: I believe that will be the assignment they got you, the job. I need the staffing company, the ones that help you get that job, the one that tells you to call us.

Speaker speaker_2: Resources.

Speaker speaker_1: Okay. So the resource company is your actual staffing company. That's who you're gonna get-

Speaker speaker_2: Yes.

Speaker speaker_1: ... the benefits through. What are the last four of your social?

Speaker speaker_2: Yeah, resources. The last four digits?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 3831.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: I can't hear you.

Speaker speaker_1: Your last name, please?

Speaker speaker_2: Uh, K-W-I-Z-E-R-A.

Speaker speaker_1: Can you please verify your mailing address and your date of birth?

Speaker speaker_2: Uh, my date of birth is, uh, 01/01/2004.

Speaker speaker_1: 2001? Sorry. What was the year?

Speaker speaker_2: And the street, uh, 2004, 20-04.

Speaker speaker_1: Okay.

Speaker speaker_2: And the street address is, uh, 4807 Lonita Street, L-O-N-I-T-A Street, Greensboro, North Carolina, 27407.

Speaker speaker_1: I have the best phone number to reach you as 336-609-0824. I mean, 60-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email down as danitrust68@gmail.com.

Speaker speaker_2: Sure.

Speaker speaker_1: Did you know which plans you wanted to be enrolled into?

Speaker speaker_2: Huh?

Speaker speaker_1: Did you know which plan, what plan you want to be enrolled into?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Your staffing company offers medical, dental, vision, short-term disability, 24-hour group accident, critical illness with cancer benefits, term life, which is their life insurance, behavior health, which is virtual therapy, ID expert, which is an identity theft protection, and for your ex, which is a medication membership. All of those plans are separate. Depending on which plans you'll be enrolling into as well as how many plans will depend on how much you're gonna pay for insurance per paycheck.

Speaker speaker_2: Okay. Uh, let me get the acci- uh, the accident one.

Speaker speaker_1: Okay., the group accident?

Speaker speaker_2: Yeah. How much I will be paying for a group accident?

Speaker speaker_1: Group accident is \$1.86 per paycheck.

Speaker speaker_2: Hmm?

Speaker speaker_1: \$1.86 per paycheck.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_1: Was there another plan you would like to be enrolled into?

Speaker speaker_2: Uh, no, the same.

Speaker speaker_1: Just group accident?

Speaker speaker_2: Yeah. So, uh, is there any other accidents, like, that usually happens? Huh?

Speaker speaker_1: Yes, sir. I'm sorry, can you repeat your question?

Speaker speaker_2: Yeah. I was, uh, asking, like, is there any accident, like, in the company the most, most time be happening and be common?

Speaker speaker_1: So we wouldn't have that information 'cause we only administer the insurance. You'll have to speak with your job directly and ask them if there's any often repeated accidents in there.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay. And then for me to...

Speaker speaker_2: But I... But I... But I got, but I got enrolled for a good injury, right?

Speaker speaker_1: I'm sorry, what do you mean enroll for a good injury?

Speaker speaker_2: Um, like, you register me for a good accident. Like... What benefit did you register me?

Speaker speaker_1: What benefits of the plan that you were selecting covered?

Speaker speaker_2: The ones for the inj- the ones for the accident, right?

Speaker speaker_1: Yes, sir. That's the one that you selected, group accident, but I'm asking what is your question because I'm not understanding it. I'm sorry.

Speaker speaker_2: Yeah, I was asking the, uh, I was asking the, the insurance, the, that you put me on and then you-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... put the injuries. Good, good accident.

Speaker speaker_1: It all depends on- It all depends on what your needs are, sir. Legally speaking, I don't have any opinion in regards to these benefits. These are benefits that your staffing company selects to offer their members. We're just here to administer them.

Speaker speaker_2: Yeah, okay.

Speaker speaker_1: So, legally speaking-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... my opinion can't be considered into what you're selecting. You can tell me what you're looking for and I can guide you into which plans will have it and which won't, but it all depends on whether or not you feel it'll be a good plan for you to be enrolled into.

Speaker speaker_2: Okay. That's it. Tha- that's the only one I need.

Speaker speaker_1: So you only want me to do group accident, correct?

Speaker speaker_2: Yes. Group accident.

Speaker speaker_1: Do you authorize the resource company to make the deduction of \$1.86 per paycheck for group accident selections?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. All right. So this should be effective December 23rd. Friday of December 23rd you'll go ahead and see that your carriers should already have all your information into the system. Due to it being a group accident plan, there is no physical benefit card for that plan. In the event that you need the policy number, just give us a call after your activation week or during the activation week after Wednesday and we can provide you that policy number.

Speaker speaker_2: So wha- when I would, uh, uh, reactivate it?

Speaker speaker_1: December 23rd, sir.

Speaker speaker_2: December 23rd?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. I will have to call this number back?

Speaker speaker_1: To get the policy number if you need it? Yes, sir.

Speaker speaker_2: Okay. Uh, thank you.

Speaker speaker_1: No problem. My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_2: Uh, you too. Bye.

Speaker speaker_1: Bye-bye.