Transcript: Justin Mills-4654634998644736-5387346084577280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, this is Justin. Hey, Justin. Can you hear me now? Yes, I can hear you much better. Okay, that's so good. Okay. So... so his, his first name is Angel. Okay. And his last names are Uribe Fernandez. Can you spell that for me? Okay, so Uribe is U-R-I-B as in boy, E, and then the last name is mine, which is Fernandez with S as in Frank. Okay. And his social? I don't have it with me. Okay, no worries. So I can put in all zeros for now as a placeholder, but when you do have the social- Mm-hmm. ... just give us a call back so we can add it. Will do. Okay, and his date of birth? It's 10/20/1999. Let's see here. And then the next child? Uh, that one is Salma with S as in Sam, A-L-M-A. Okay. And then same last name, Uribe Fernandez. Okay. No social on that one either? Let me see if I do have this... I think I have the twins, I'm not sure. Let's see. Mm-hmm. 'Cause sometimes I write them in, on my notes. Let's see. If you don't have the socials right now, I can just put in zeros for now. Okay, yeah, 'cause I'm going through my notes and I don't know. I think - No worries. ... I'm going really slow. I'm sorry. Nope, no worries. Um, here, what's Salma's date of birth? 10/23/02. Year of 2002, okay. Okay, so I do wanna let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness the first deduction of the $85.39 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, like I said earlier, once you do have the children's socials, just give us a call back so we can add them to the coverage, okay? Okay. Well, we're missing one more though, because Salma has a twin. Oh, my apologies. Let's see here. Oh no, it's okay. Okay, what's the other dependent name? I'm sorry. Her name is Mya and it's spelled M-Y-A. Mm-hmm. Okay. And it's M as in Mary, Y-A. So Mya, and then the last name is the same thing, Uribe Fernandez. Uribe Fernandez, okay... dez. And her date of birth? The same, uh, October 23rd of '02. 2002, okay. Let's see here... So I went ahead and added Angel, Salma, and Mya down to the coverage for you. Um, is there anything else I could help you out with today, Marisol? I think that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Well, thank you so much. Y'all too, okay? Thank you. All right, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, this is Justin.

Speaker speaker_2: Hey, Justin. Can you hear me now?

Speaker speaker_1: Yes, I can hear you much better.

Speaker speaker_2: Okay, that's so good. Okay. So... so his, his first name is Angel.

Speaker speaker_1: Okay.

Speaker speaker_2: And his last names are Uribe Fernandez.

Speaker speaker_1: Can you spell that for me?

Speaker speaker_2: Okay, so Uribe is U-R-I-B as in boy, E, and then the last name is mine, which is Fernandez with S as in Frank.

Speaker speaker_1: Okay. And his social?

Speaker speaker_2: I don't have it with me.

Speaker speaker_1: Okay, no worries. So I can put in all zeros for now as a placeholder, but when you do have the social-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... just give us a call back so we can add it.

Speaker speaker_2: Will do.

Speaker speaker_1: Okay, and his date of birth?

Speaker speaker_2: It's 10/20/1999.

Speaker speaker_1: Let's see here. And then the next child?

Speaker speaker_2: Uh, that one is Salma with S as in Sam, A-L-M-A.

Speaker speaker_1: Okay.

Speaker speaker_2: And then same last name, Uribe Fernandez.

Speaker speaker_1: Okay. No social on that one either?

Speaker speaker_2: Let me see if I do have this... I think I have the twins, I'm not sure. Let's see. Mm-hmm. 'Cause sometimes I write them in, on my notes. Let's see.

Speaker speaker_1: If you don't have the socials right now, I can just put in zeros for now.

Speaker speaker_2: Okay, yeah, 'cause I'm going through my notes and I don't know. I think -

Speaker speaker_1: No worries.

Speaker speaker_2: ... I'm going really slow. I'm sorry.

Speaker speaker_1: Nope, no worries. Um, here, what's Salma's date of birth?

Speaker speaker_2: 10/23/02.

Speaker speaker_1: Year of 2002, okay. Okay, so I do wanna let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness the first deduction of the $85.39 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, like I said earlier, once you do have the children's socials, just give us a call back so we can add them to the coverage, okay?

Speaker speaker_2: Okay. Well, we're missing one more though, because Salma has a twin.

Speaker speaker_1: Oh, my apologies. Let's see here.

Speaker speaker_2: Oh no, it's okay.

Speaker speaker_1: Okay, what's the other dependent name? I'm sorry.

Speaker speaker_2: Her name is Mya and it's spelled M-Y-A.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: And it's M as in Mary, Y-A. So Mya, and then the last name is the same thing, Uribe Fernandez.

Speaker speaker_1: Uribe Fernandez, okay... dez. And her date of birth?

Speaker speaker_2: The same, uh, October 23rd of '02.

Speaker speaker_1: 2002, okay. Let's see here... So I went ahead and added Angel, Salma, and Mya down to the coverage for you. Um, is there anything else I could help you out with today, Marisol?

Speaker speaker_2: I think that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Well, thank you so much. Y'all too, okay? Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.