

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Yes, may I see... Yes, sir. My name is John Owen. Uh, I work for SST, and I was wantin' to get the insurance. Okay, so Superior Skilled Trades, last four of your Social? Three, three, five, four. And your first and last name? John, J-O-H-N. Owen, O-W-E-N. And for security purposes, can you verify your home address, including city, state and zip code? Uh, it's at 8 Bilbo Hill Drive, Topville, Mississippi, three, nine, four, seven, zero. And your date of birth? 9/23/62. And a good telephone number. 601-746-6197? That is correct. And do you have a good email? J-O-H-N-N-Y dot Owen, O-W-E-N J-K @gmail.com. Gmail, okay. Uh, let's see here. So, I do know that Superior Skilled Trades, they offer three different medical plans. One of 'em is the ME/C Standalone. Now, that one just covers preventative services only, so like your physicals, diabetes screenings, vaccinations, stuff like that. \$15.91 per week. Two other medical plans are the VIP plans, the Classic and the Pro, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things, but those range from \$22.76 to \$39.18. However, per use- Per usage? Correct. Okay, I'll take the Pro. Okay, so the VIP Pro? Uh-huh. Okay. So, Superior Skilled Trades offer other things like dental, um, short-term disability, term life which is life insurance, vision, critical illness, group accident and then behavior health. How much is all of that? Um, so let's see... So, adding everything to the medical plan, um, let's see here, would make your total deductions \$58.31. Okay. Okay, so you wanna enroll into all of those? I do. Okay. Do you authorize Superior Skilled Trades to make that deduction for you? Yes, sir. Okay. So I'm going to save that, and who do you want to put down as your beneficiary for the term life? Uh, Kendra Owen, my spouse. Kendra Owen, okay. So, I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$58.31 come up, your paycheck coverage begins the Monday we receive that deduction from Superior Skilled Trades. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, John, is there anything else I can assist you with today? Well, that'll be all. Awesome, well, you have a wonderful day, okay? You too. Thank you, sir. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_1: Yes, may I see... Yes, sir. My name is John Owen. Uh, I work for SST, and I was wantin' to get the insurance.

Speaker speaker_0: Okay, so Superior Skilled Trades, last four of your Social?

Speaker speaker_1: Three, three, five, four.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: John, J-O-H-N. Owen, O-W-E-N.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh, it's at 8 Bilbo Hill Drive, Topville, Mississippi, three, nine, four, seven, zero.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 9/23/62.

Speaker speaker_0: And a good telephone number. 601-746-6197?

Speaker speaker_1: That is correct.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: J-O-H-N-N-Y dot Owen, O-W-E-N J-K @gmail.com.

Speaker speaker_0: Gmail, okay . Uh, let's see here. So, I do know that Superior Skilled Trades, they offer three different medical plans. One of 'em is the ME/C Standalone. Now, that one just covers preventative services only, so like your physicals, diabetes screenings, vaccinations, stuff like that. \$15.91 per week. Two other medical plans are the VIP plans, the Classic and the Pro, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things, but those range from \$22.76 to \$39.18. However, per use-

Speaker speaker_1: Per usage?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, I'll take the Pro.

Speaker speaker_0: Okay, so the VIP Pro?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. So, Superior Skilled Trades offer other things like dental, um, short-term disability, term life which is life insurance, vision, critical illness, group accident and then behavior health.

Speaker speaker_1: How much is all of that?

Speaker speaker_0: Um, so let's see... So, adding everything to the medical plan, um, let's see here, would make your total deductions \$58.31.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so you wanna enroll into all of those?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. Do you authorize Superior Skilled Trades to make that deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So I'm going to save that, and who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Uh, Kendra Owen, my spouse.

Speaker speaker_0: Kendra Owen, okay. So, I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$58.31 come up, your paycheck coverage begins the Monday we receive that deduction from Superior Skilled Trades.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, John, is there anything else I can assist you with today?

Speaker speaker_1: Well, that'll be all.

Speaker speaker_0: Awesome, well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you, sir.

Speaker speaker_0: You're welcome. Bye-bye.