

Transcript: Justin

Mills-4944248906498048-6360415997050880

Full Transcript

Your call may be monitored, or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Oh, yeah. How much is your benefits? How much are the benefits? Oh, yeah. I mean, I can email you a copy of a benefit guide. What's the staffing agency you work for? Um, it's, um, the staffing, uh, the, in Columbus. I need the staffing agency you work for in order to pull the correct benefit guide to email it to you. Oh, it's, um, Associ- That's okay. ... - What was that again? I'm sorry. Uh, it's, um, A-S-S-O-C-I-A-T-E-E-E-D. Associated Staffing? Yes. Let's see. Let's see. Do you mind if I place you on a brief hold for a second? Okay. Okay, so Associated Staffing, what's the last four of your Social? It's, um, 0583. And your first and last name? It's, um, Salvador Ortega Coyt. And for security purposes, can you verify your home address including city, state and zip code? It's, um, 30, 3016 19th Street in, um, Columbus, Nebraska. The zip code is 68601. And your date of birth? It's, um, July, no J- July 23rd, 1990. I think the telephone number I have is 402-606-6603. Yeah, correct. The email I have is salvadorcoyt1990@yahoo? Yes. Okay, so looking at the file, it looks like you have future coverage for vision, the VIP Choice which is a medical plan, and the MEC TeleRx which is another medical plan for employee only. Um, your total premium is \$36.14. However, I can email you a copy of a benefit guide because that's what shows what's covered, what's not covered, how much the insurance carrier will pay for things, stuff like that. Y- oh, yeah, but, uh, um, can I, can I change the, change it to a family plan? So you want me to switch it to employee plus f- family coverage? Yeah. Okay, so with a spouse and children, correct? Yes. Okay. Let's see here. So the current deductions right now for employee only was \$36.14. However, switching everything that you had to employee plus family would make your new total deduction \$75.77. Do you authorize Associated Staffing to make that deduction for you? Oh, yes. I'll go ahead and save that. And then add your dependents down. What's your spouse's first name? Who? Your spouse's first name? Oh, it's, um, it's, um, Miriam, M-I-R-I-A-M Alcaide, A-L-C-A-I-D-E. Uh, Serano is S-E-R-A-N-O. So was that her last name or her middle name that you just spelled? Her middle name. Okay. Last name. Oh, middle name. Last name, yeah. Two, uh, two last name. Oh, two last names, my apologies. Spell the second last name for me. Yeah. It's S-A, S-E-N-R- It's R-L, it's R-L. Oh, oh, wait, one second. It's okay. Hold on. It's okay. Oh. Let her... It's an O, my bad. It's S-E-R-R-A-N-O. Do you have her Social? Yes. It's, um, 957-83-8373. Just to confirm, 957-83-8373? Yes, correct. And her date of birth? It's, um, March 9th, '86. And then the first child's... Child is E- E- E- Eduardo, it's E- E-D-U-A-R-D-O Alcaide. And that, that last name is, um, B-E- B-E-D-O-L-L-A. And the Social? Um, it's, um, 505-530920. And his date of birth? It's on July 18th, 2000- 2011. 2007, okay. Is there another child? Yes. It's, um, Kimberly. K-I-M-B-E-R-L-L-Y. Middle name's Nancy. Middle name is Nancy. Mm. Hmm. Oh, one second. Okay. The middle name is, um, N-A-N-C-Y. And the last name? Manzo. Two last

name. Um, it's M-A-N-Z-O. Atade. His social, or her social, my apologies. Um, it's, um, 505-57-6512. And her date of birth? Uh, April 20, 2010. All right. Is there another child? Yeah. Uh, two more to go. One more to go. It's, uh, Javier. It's J-A-V-I-I-E-R Manzo, M-A-N-Z-O Acade. His social? It's, uh, 876-33-0650. His date of birth? Um, Jul- uh, July 18th, 20- 2011. 2011. You said there was another child, or was that the last child? No, no. I have one more, too. Yeah, one more. Next one. It's, um, Victor. V-I-C-T-O-R. Oh, um... And the second name... Oh. God. M- uh, middle name is, uh, M-A-N-U-T-E-L. Then, um, Atade. Arte- Arteaga. A-R-T-E-A-G-A. And his social? It's, um, 657-41-2705. His date of birth? It's, uh, April 17th, 2020. All right. Let's see here. And that was the last child, correct? Yeah, yeah. Next one. Yeah. Okay. Um, so I do want to let you know that this is future coverage, so cover- pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$75.77 come off your paycheck, coverage begins the Monday we receive that deduction from Associated Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Salvador, is there anything else I can help you out with today? Oh, no, that's all, for now. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay? Yeah, yeah. . Okay, thank you. You're welcome. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Oh, yeah. How much is your benefits?

Speaker speaker_1: How much are the benefits?

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: I mean, I can email you a copy of a benefit guide. What's the staffing agency you work for?

Speaker speaker_2: Um, it's, um, the staffing, uh, the, in Columbus.

Speaker speaker_1: I need the staffing agency you work for in order to pull the correct benefit guide to email it to you.

Speaker speaker_2: Oh, it's, um, Associ-

Speaker speaker_3: That's okay.

Speaker speaker_2: ... - What was that again? I'm sorry. Uh, it's, um, A-S-S-O-C-I-A-T-E-E-E-D.

Speaker speaker_1: Associated Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see. Let's see. Do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so Associated Staffing, what's the last four of your Social?

Speaker speaker_2: It's, um, 0583.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's, um, Salvador Ortega Coyt.

Speaker speaker_1: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker_2: It's, um, 30, 3016 19th Street in, um, Columbus, Nebraska. The zip code is 68601.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It's, um, July, no J- July 23rd, 1990.

Speaker speaker_1: I think the telephone number I have is 402-606-6603.

Speaker speaker_2: Yeah, correct.

Speaker speaker_1: The email I have is salvadorcoyt1990@yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you have future coverage for vision, the VIP Choice which is a medical plan, and the MEC TeleRx which is another medical plan for employee only. Um, your total premium is \$36.14. However, I can email you a copy of a benefit guide because that's what shows what's covered, what's not covered, how much the insurance carrier will pay for things, stuff like that.

Speaker speaker_2: Y- oh, yeah, but, uh, um, can I, can I change the, change it to a family plan?

Speaker speaker_1: So you want me to switch it to employee plus f- family coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so with a spouse and children, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see here. So the current deductions right now for employee only was \$36.14. However, switching everything that you had to employee plus family would make your new total deduction \$75.77. Do you authorize Associated Staffing to make that deduction for you?

Speaker speaker_2: Oh, yes.

Speaker speaker_1: I'll go ahead and save that. And then add your dependents down. What's your spouse's first name?

Speaker speaker_2: Who?

Speaker speaker_1: Your spouse's first name?

Speaker speaker_2: Oh, it's, um, it's, um, Miriam, M-I-R-I-A-M Alcaide, A-L-C-A-I-D-E. Uh, Serano is S-E-R-A-N-O.

Speaker speaker_1: So was that her last name or her middle name that you just spelled?

Speaker speaker_2: Her middle name.

Speaker speaker_1: Okay.

Speaker speaker_2: Last name.

Speaker speaker_1: Oh, middle name.

Speaker speaker_2: Last name, yeah. Two, uh, two last name.

Speaker speaker_1: Oh, two last names, my apologies. Spell the second last name for me.

Speaker speaker_2: Yeah. It's S-A, S-E-N-R-

Speaker speaker_3: It's R-L, it's R-L.

Speaker speaker_2: Oh, oh, wait, one second.

Speaker speaker_3: It's okay.

Speaker speaker_2: Hold on.

Speaker speaker_3: It's okay.

Speaker speaker_1: Oh.

Speaker speaker_3: Let her...

Speaker speaker_1: It's an O, my bad. It's S-E-R-R-A-N-O. Do you have her Social?

Speaker speaker_2: Yes. It's, um, 957-83-8373.

Speaker speaker_1: Just to confirm, 957-83-8373?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: It's, um, March 9th, '86.

Speaker speaker_1: And then the first child's...

Speaker speaker_2: Child is E- E- E- Eduardo, it's E- E-D-U-A-R-D-O Alcaide. And that, that last name is, um, B-E- B-E-D-O-L-L-A.

Speaker speaker_1: And the Social?

Speaker speaker_2: Um, it's, um, 505-530920.

Speaker speaker_1: And his date of birth?

Speaker speaker_2: It's on July 18th, 2000- 2011.

Speaker speaker_1: 2007, okay. Is there another child?

Speaker speaker_2: Yes. It's, um, Kimberly. K-I-M-B-E-R-L-L-Y.

Speaker speaker_4: Middle name's Nancy.

Speaker speaker_2: Middle name is Nancy.

Speaker speaker_4: Mm. Hmm.

Speaker speaker_2: Oh, one second.

Speaker speaker_4: Okay.

Speaker speaker_2: The middle name is, um, N-A-N-C-Y.

Speaker speaker_1: And the last name?

Speaker speaker_2: Manzo. Two last name. Um, it's M-A-N-Z-O. Atade.

Speaker speaker_1: His social, or her social, my apologies.

Speaker speaker_2: Um, it's, um, 505-57-6512.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: Uh, April 20, 2010.

Speaker speaker_1: All right. Is there another child?

Speaker speaker_2: Yeah. Uh, two more to go. One more to go . It's, uh, Javier. It's J-A-V-I-I-E-R Manzo, M-A-N-Z-O Acade.

Speaker speaker_1: His social?

Speaker speaker_2: It's, uh, 876-33-0650.

Speaker speaker_1: His date of birth?

Speaker speaker_2: Um, Jul- uh, July 18th, 20- 2011.

Speaker speaker_1: 2011. You said there was another child, or was that the last child?

Speaker speaker_2: No, no. I have one more, too. Yeah, one more. Next one. It's, um, Victor. V-I-C-T-O-R. Oh, um... And the second name...

Speaker speaker_4: Oh. God.

Speaker speaker_2: M- uh, middle name is, uh, M-A-N-U-T-E-L. Then, um, Atade. Arte-Arteaga. A-R-T-E-A-G-A.

Speaker speaker_1: And his social?

Speaker speaker_2: It's, um, 657-41-2705.

Speaker speaker_1: His date of birth?

Speaker speaker_2: It's, uh, April 17th, 2020.

Speaker speaker_1: All right. Let's see here. And that was the last child, correct?

Speaker speaker_2: Yeah, yeah. Next one. Yeah.

Speaker speaker_1: Okay. Um, so I do want to let you know that this is future coverage, so cover- pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$75.77 come off your paycheck, coverage begins the Monday we receive that deduction from Associated Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Salvador, is there anything else I can help you out with today?

Speaker speaker_2: Oh, no, that's all, for now.

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

Speaker speaker_2: Yeah, yeah. . Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_5: Bye-bye.

Speaker speaker_2: Thank you.