

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and our Cards. This is Justin. How can I help you today? Hi, Justin. I need to enroll. Okay. What's the staffing agency you work for? Focus. And the last four of your social? 0028. And what will be your first and last name? Lauren Ashcraft. And for security purposes, can you verify the home address, including city, state and zip code, Lauren? 10913 Vernon Road, Pleasanton, Kansas, 66075. And confirm your date of birth? 8/6/84. And a good telephone number you have is 913-940-2387. It is. And the email I have lauren.ashcraft@gmail? Uh, lauren.ashcraft84@gmail. 84, okay. Okay, so looking at the file, it looks like you are currently enrolled into the VIP Standard, which is your medical plan, term life, dental and vision, all for employee plus child. Yes. However, checking the calendar, it looks like we're still waiting for the first payroll deduction to come through from Focus. Mm-hmm. So once we receive that deduction, you'll become active and cards will be issued out from there. Okay. I don't want to be enrolled in the Standard. I accidentally did that when I was, um, filling out all my paperwork, so I wanted to change it before the 30 days. Mm-kay, let see here. And what did you want to change it to? Medical VIP Plus just for employee. Okay. And then the additional benefits, um, all of them, dental, disability, life, vision, critical illness and accident. For employee plus children? No, just employee for now. Okay. Um, that's what I was gonna ask you next is could... Can I have my son on my vision, but not on my health? Yeah, I can put him down for m- uh, for vision. Yeah, just vision is all he needs, and then we'll do employee for the medical insurance. Okay, so just to confirm, you wanted e- employee only for the VIP Plus, dental, short-term disability, the term life, critical illness and group accident, correct? Correct. And then vision for employee plus child? Yes. Okay. So during all of that- I'm sorry, not vision. I'm so sorry, not vision, dental. I'm sorry. No worries. Let's see here. So vision for employee only and then dental for employee plus child, correct? Yes, I'm sorry. No worries. Um, so doing those changes would make your total deductions \$54.06 per week. Do you authorize Focus to make that deduction for you? I do. Okay. Um, so I do want to 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 \$54.06 come off your paycheck, that's how you know the new changes were... took effect. Um, but other than that, is there anything else I could help you with today, Lauren? No, sir. That's it. Awesome. Well, you have a wonderful day, okay? Okay. Thank you so much. You're welcome. Bye-bye. Mm, 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 and our Cards. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I need to enroll.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Focus.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0028.

Speaker speaker_1: And what will be your first and last name?

Speaker speaker_2: Lauren Ashcraft.

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

Speaker speaker_2: 10913 Vernon Road, Pleasanton, Kansas, 66075.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 8/6/84.

Speaker speaker_1: And a good telephone number you have is 913-940-2387.

Speaker speaker_2: It is.

Speaker speaker_1: And the email I have lauren.ashcraft@gmail?

Speaker speaker_2: Uh, lauren.ashcraft84@gmail.

Speaker speaker_1: 84, okay. Okay, so looking at the file, it looks like you are currently enrolled into the VIP Standard, which is your medical plan, term life, dental and vision, all for employee plus child.

Speaker speaker_2: Yes.

Speaker speaker_1: However, checking the calendar, it looks like we're still waiting for the first payroll deduction to come through from Focus.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker_2: Okay. I don't want to be enrolled in the Standard. I accidentally did that when I was, um, filling out all my paperwork, so I wanted to change it before the 30 days.

Speaker speaker_1: Mm-kay, let see here. And what did you want to change it to?

Speaker speaker_2: Medical VIP Plus just for employee.

Speaker speaker_1: Okay.

Speaker speaker_2: And then the additional benefits, um, all of them, dental, disability, life, vision, critical illness and accident.

Speaker speaker_1: For employee plus children?

Speaker speaker_2: No, just employee for now.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, that's what I was gonna ask you next is could... Can I have my son on my vision, but not on my health?

Speaker speaker_1: Yeah, I can put him down for m- uh, for vision.

Speaker speaker_2: Yeah, just vision is all he needs, and then we'll do employee for the medical insurance.

Speaker speaker_1: Okay, so just to confirm, you wanted e- employee only for the VIP Plus, dental, short-term disability, the term life, critical illness and group accident, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: And then vision for employee plus child?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So during all of that-

Speaker speaker_2: I'm sorry, not vision. I'm so sorry, not vision, dental. I'm sorry.

Speaker speaker_1: No worries. Let's see here. So vision for employee only and then dental for employee plus child, correct?

Speaker speaker_2: Yes, I'm sorry.

Speaker speaker_1: No worries. Um, so doing those changes would make your total deductions \$54.06 per week. Do you authorize Focus to make that deduction for you?

Speaker speaker_2: I do.

Speaker speaker_1: Okay. Um, so I do want to 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 \$54.06 come off your paycheck, that's how you know the new changes were... took effect. Um, but other than that, is there anything else I could help you with today, Lauren?

Speaker speaker_2: No, sir. That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Mm, bye-bye.