

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 a Card. This is Justin. How can I help you today? Hi, Justin. My name's Christina. I just, um, went through and selected benefits, but I'm looking at my enrollment summary, and there are a couple things on there that I declined, but that look like they made it somehow onto my selections. So, I wanted to call and just confirm what I want and what I don't. Yeah. Let me check on that for you. What's the staffing agency you work for? Creative Circle. And the last four of your Social? 3704. And what was your first and last name again? I'm sorry. That's okay. Uh, I didn't tell you my last name, so you wouldn't have known that. Um, first name is Christina, C-H-R-I-S-T-I-N-A, and my last name is Deal, like Let's Make a Deal. And for security purposes, can you verify your home address, including city, state and zip code, Christina? Yes. Eh, home address is 3033 Eastman Avenue, Oakland, California 94619. And I'm sorry, what was the other thing? Your date of birth? Oh, September 3rd, 1971. And a good telephone number to have is 415-310-6070? Yes. And the email I have is chris@bell-bellytreble.com? Correct. Okay, so let's see here. So, looking at the file, looks like you have a pending enrollment for dental term life vision bundle and critical illness for employee only. Right. So is dental and vision a bundle? Is that what you, I heard you say? Yes, so dental, vision, and term life come in a bundle at \$7.90 per week. I... Okay, that's where my confusion was then 'cause I thought, "Oh, I just want dental and, and, um, critical illness." And then when I was looking at my enrollment summary, I saw term life and vision. I'm like, "Oh, I didn't select that," but now I'm hearing those... That's a package deal. Correct. Am I getting that right? Correct, yes, ma'am. Gotcha. Okay. Well, then I think everything's fine then. I guess I'm just getting some extras. Yes. Um, now who do you want to put down as your beneficiary for the term life? 'Cause it says you're missing a beneficiary. Uh, can I think about that later? Yeah, you can just give us a call back. Okay. Is there anything else I can help you out with today, Christina? No, that's all. I just wanted to make sure that I wa- now that I understand it's a package deal, I, I, I get what I signed up for. So, I think I'm all good. Awesome. Well, you have a wonderful day, okay? All right. Thanks so much. You, too. Thank you. Bye-bye. O- okay. 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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name's Christina. I just, um, went through and selected benefits, but I'm looking at my enrollment summary, and there are a couple things on there that I declined, but that look like they made it somehow onto my selections. So, I wanted to call and just confirm what I want and what I don't.

Speaker speaker_1: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3704.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: That's okay. Uh, I didn't tell you my last name, so you wouldn't have known that. Um, first name is Christina, C-H-R-I-S-T-I-N-A, and my last name is Deal, like Let's Make a Deal.

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

Speaker speaker_2: Yes. Eh, home address is 3033 Eastman Avenue, Oakland, California 94619. And I'm sorry, what was the other thing?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: Oh, September 3rd, 1971.

Speaker speaker_1: And a good telephone number to have is 415-310-6070?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is chris@bell-bellytreble.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. So, looking at the file, looks like you have a pending enrollment for dental term life vision bundle and critical illness for employee only.

Speaker speaker_2: Right. So is dental and vision a bundle? Is that what you, I heard you say?

Speaker speaker_1: Yes, so dental, vision, and term life come in a bundle at \$7.90 per week.

Speaker speaker_2: I... Okay, that's where my confusion was then 'cause I thought, "Oh, I just want dental and, and, um, critical illness." And then when I was looking at my enrollment summary, I saw term life and vision. I'm like, "Oh, I didn't select that," but now I'm hearing those... That's a package deal.

Speaker speaker_1: Correct.

Speaker speaker_2: Am I getting that right?

Speaker speaker_1: Correct, yes, ma'am.

Speaker speaker_2: Gotcha. Okay. Well, then I think everything's fine then. I guess I'm just getting some extras.

Speaker speaker_1: Yes. Um, now who do you want to put down as your beneficiary for the term life? 'Cause it says you're missing a beneficiary.

Speaker speaker_2: Uh, can I think about that later?

Speaker speaker_1: Yeah, you can just give us a call back.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today, Christina?

Speaker speaker_2: No, that's all. I just wanted to make sure that I wa- now that I understand it's a package deal, I, I, I get what I signed up for. So, I think I'm all good.

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

Speaker speaker_2: All right. Thanks so much. You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: O- okay. Bye-bye.