

## Transcript: Justin

**Mills-5138483629178880-5118414421409792**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin. I want to enroll in, uh, the health insurance. Okay. What's the staffing agency you work for? What's that? SST. SST. And the last four of your social? 4286. And what was your first and last name? Jose R. Salinas. And did you recently just start with Superior Skilled Trades? I started on April the 23rd. Okay. What's your full social? Uh, 460-59-4286. And just to confirm, 460-59-4286? Yes, sir. Okay, so it looks like I have to create you a file in our system to enroll you into their benefits. Um, will you spell your first and last name for me please? J-O-S-E, middle initial R. Last name, S-A-L-I-N-A-S. Okay. And your home address, including city, state and zip codes. Uh, 6111 East Ramseier Road, Edinburg, Texas 78542. And what was the city one more time? Edinburg. Edinburg, okay. Texas, 78542. And your date of birth? Uh, 4-9-75. And a good telephone number have is 832-312-4202. No, uh, it's 956-607-9098. And just to confirm, 956-607-9098? Yes, sir. And do you have a good email by any chance? Uh, yes. That's, uh, JRSalinas0409@gmail.com. 09 at gmail... Okay. Now did you have an idea of what you wanted to be enrolled into or no? Well, yes. Uh, I saw the VIP Pro. VIP Pro. That's 0409. How much does that cover? Oh, one second. Um, so that I do know the VIP plans cover hospitals, doctors and medications. However, the only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things. So prime example, say for example you have to go to the hospital. Under the hospital admission benefit, uh, the VIP Classic, the insurance carrier will pay \$500 a day. While under the VIP Pro, the insurance carrier pays \$2,000 a day. So you have more coverage under the VIP Pro than you would the Classic. Oh, yeah. I'll go with the VIP Pro. Yeah. For employee only? No. For employee only is this... No. No, it's for my family also. Okay, so employee plus family. Okay. Let's see here. So just medical. Anything else? Uh, vision and, uh, dental. Okay, so VIP Pro, vision and dental, all for employee plus family. Anything else or just those three? Ask him, choose VIP Pro. Uh, how- how do you have the life insurance? Um, I can put you down for term life. Um, I do know that term life benefit... Let's see here. For employees, uh, it's \$20,000. Spouse is \$2,500. And then children up to age 26, it's \$2,500 as well. Okay. And how much is that a week? Uh, for employee plus family, \$3.13 per week. Yeah. Let me have that one also. Oh, yeah. She's got two hands. Is there not a higher, uh, one that you have than that? No, sir. There's only one term life benefit offered through Superior Skilled Trades. Oh, okay. Okay, so we have the VIP Pro, dental, vision and term life for employee plus family. Anything else or just those four? And the- the- the person... Uh, I'm sorry, sir. How are you doing, sir? I'm, uh, I'm his supervisor. This is Robert. Uh, I- Hi, how are you doing today? So earlier... Uh, so earlier, I called and I helped this other employee, you know, for- for the same thing. And he got that, the first one, I think you said the VIP Pro, the Classic. And there was another one like for 14, 15 bucks, 15 bucks the first one. Yes. It's the MEC stand alone. That one just covers

preventative healthcare services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Yeah, that one. Sammy got that one. Uh, uh, I think- So I can get that one extra also or no? Yes. Yeah, I can add that one down as well. Okay. Yeah. Okay, so we have the VIP Pro, dental, term life, vision and the MEC for employee plus family. Anything else? Uh, that's it. Okay, so doing those five would make your total deductions \$175.05 per week. Do you authorize Superior Skilled Trades to make that deduction for you? Yes. Okay. Let me add your dependents down real quick. And what's your spouse's first name? Araceli. Can you spell that for me? A-R-A-C-E-L-Y. Okay. And do you have her social by any chance? Yes. Uh, 460-69-2991. And what's her date of birth? 05/03/'78. 19/07/08, okay. And the first child? Uh, Jaresly... You want me to spell that for you? Yes, sir. It's J-A-R-E-S-L-Y, and then middle name, I-G-Z-E-L, and then Salinas. First child. And do you have their Social? Yes, 465... I mean, 645-88-0819. 09. And their date of birth? 11/28/03. 2003, okay. And the next child? It's Jose, J-O-S-E, middle name Salinar, then Salinas, Junior. Jose Salinar, and his Social? Uh, 645-17-0763. All right. And his date of birth? 12/05/08. December '08, okay. And the next child? There's only two childs and my wife. Oh, just two child... Okay, sorry about that. So, let's see here. No, that's fine. So, I do want to let you know... Actually, who do you want to put down as the beneficiary for your term life? Uh, Araceli Salinas. Okay. My wife. Spouse, Araceli Salinas, okay. So, I do want to let you know how this pending enrollment process works. It will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$175.05 come off your paycheck, coverage begins the Monday we receive that deduction from Superior Skilled Trades. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jose, is there anything else I could assist you with today? Uh, no, that's it. I thought I was enrolled already, because when I make the application, I put all this information, and they told me, "No, you're not enrolled," and I'm like, "What do you mean?" But yeah, when I made the application with SST, I made all... I put all this information that I gave you. Mm-hmm. But yeah, I guess I wasn't enrolled. I totally understand. Well, I do know that Superior Skilled Trades is one of our new clients, so that may be a reason why, um, we possibly didn't receive that information from them. But I already got you put in our system, I got the pending enrollment process squared away for you, so everything is good to go for you, okay? Well, it sounds great. Thanks a lot. You're welcome. You have a great day, okay? You too. Thank you. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, Justin. I want to enroll in, uh, the health insurance.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: What's that?

Speaker speaker\_2: SST.

Speaker speaker\_1: SST.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4286.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Jose R. Salinas.

Speaker speaker\_0: And did you recently just start with Superior Skilled Trades?

Speaker speaker\_1: I started on April the 23rd.

Speaker speaker\_0: Okay. What's your full social?

Speaker speaker\_1: Uh, 460-59-4286.

Speaker speaker\_0: And just to confirm, 460-59-4286?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so it looks like I have to create you a file in our system to enroll you into their benefits. Um, will you spell your first and last name for me please?

Speaker speaker\_1: J-O-S-E, middle initial R. Last name, S-A-L-I-N-A-S.

Speaker speaker\_0: Okay. And your home address, including city, state and zip codes.

Speaker speaker\_1: Uh, 6111 East Ramseier Road, Edinburg, Texas 78542.

Speaker speaker\_0: And what was the city one more time?

Speaker speaker\_1: Edinburg.

Speaker speaker\_0: Edinburg, okay. Texas, 78542. And your date of birth?

Speaker speaker\_1: Uh, 4-9-75.

Speaker speaker\_0: And a good telephone number have is 832-312-4202.

Speaker speaker\_1: No, uh, it's 956-607-9098.

Speaker speaker\_0: And just to confirm, 956-607-9098?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And do you have a good email by any chance?

Speaker speaker\_1: Uh, yes. That's, uh, JRSalinas0409@gmail.com.

Speaker speaker\_0: 09 at gmail... Okay. Now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_1: Well, yes. Uh, I saw the VIP Pro.

Speaker speaker\_0: VIP Pro.

Speaker speaker\_1: That's 0409. How much does that cover?

Speaker speaker\_2: Oh, one second.

Speaker speaker\_0: Um, so that I do know the VIP plans cover hospitals, doctors and medications. However, the only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things. So prime example, say for example you have to go to the hospital. Under the hospital admission benefit, uh, the VIP Classic, the insurance carrier will pay \$500 a day. While under the VIP Pro, the insurance carrier pays \$2,000 a day. So you have more coverage under the VIP Pro than you would the Classic.

Speaker speaker\_1: Oh, yeah. I'll go with the VIP Pro.

Speaker speaker\_0: Yeah. For employee only?

Speaker speaker\_2: No. For employee only

Speaker speaker\_3: Is this...

Speaker speaker\_1: No. No, it's for my family also.

Speaker speaker\_0: Okay, so employee plus family. Okay. Let's see here. So just medical. Anything else?

Speaker speaker\_1: Uh, vision and, uh, dental.

Speaker speaker\_0: Okay, so VIP Pro, vision and dental, all for employee plus family. Anything else or just those three?

Speaker speaker\_2: Ask him, choose VIP Pro.

Speaker speaker\_1: Uh, how- how do you have the life insurance?

Speaker speaker\_0: Um, I can put you down for term life. Um, I do know that term life benefit... Let's see here. For employees, uh, it's \$20,000. Spouse is \$2,500. And then children up to age 26, it's \$2,500 as well.

Speaker speaker\_1: Okay. And how much is that a week?

Speaker speaker\_0: Uh, for employee plus family, \$3.13 per week.

Speaker speaker\_1: Yeah. Let me have that one also.

Speaker speaker\_3: Oh, yeah. She's got two hands.

Speaker speaker\_1: Is there not a higher, uh, one that you have than that?

Speaker speaker\_0: No, sir. There's only one term life benefit offered through Superior Skilled Trades.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Okay, so we have the VIP Pro, dental, vision and term life for employee plus family. Anything else or just those four?

Speaker speaker\_2: And the- the- the person... Uh, I'm sorry, sir. How are you doing, sir? I'm, uh, I'm his supervisor. This is Robert. Uh, I-

Speaker speaker\_0: Hi, how are you doing today?

Speaker speaker\_2: So earlier... Uh, so earlier, I called and I helped this other employee, you know, for- for the same thing. And he got that, the first one, I think you said the VIP Pro, the Classic. And there was another one like for 14, 15 bucks, 15 bucks the first one.

Speaker speaker\_0: Yes. It's the MEC stand alone. That one just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker\_2: Yeah, that one. Sammy got that one. Uh, uh, I think-

Speaker speaker\_1: So I can get that one extra also or no?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Yeah, I can add that one down as well.

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: Okay, so we have the VIP Pro, dental, term life, vision and the MEC for employee plus family. Anything else?

Speaker speaker\_1: Uh, that's it.

Speaker speaker\_0: Okay, so doing those five would make your total deductions \$175.05 per week. Do you authorize Superior Skilled Trades to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let me add your dependents down real quick. And what's your spouse's first name?

Speaker speaker\_1: Araceli.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: A-R-A-C-E-L-Y.

Speaker speaker\_0: Okay. And do you have her social by any chance?

Speaker speaker\_1: Yes. Uh, 460-69-2991.

Speaker speaker\_0: And what's her date of birth?

Speaker speaker\_4: 05/03/'78.

Speaker speaker\_0: 19/07/08, okay. And the first child?

Speaker speaker\_4: Uh, Jaresly... You want me to spell that for you?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_4: It's J-A-R-E-S-L-Y, and then middle name, I-G-Z-E-L, and then Salinas.

Speaker speaker\_0: First child. And do you have their Social?

Speaker speaker\_4: Yes, 465... I mean, 645-88-0819.

Speaker speaker\_0: 09. And their date of birth?

Speaker speaker\_4: 11/28/03.

Speaker speaker\_0: 2003, okay. And the next child?

Speaker speaker\_4: It's Jose, J-O-S-E, middle name Salinar, then Salinas, Junior.

Speaker speaker\_0: Jose Salinar, and his Social?

Speaker speaker\_4: Uh, 645-17-0763.

Speaker speaker\_0: All right. And his date of birth?

Speaker speaker\_4: 12/05/08.

Speaker speaker\_0: December '08, okay. And the next child?

Speaker speaker\_4: There's only two childs and my wife.

Speaker speaker\_0: Oh, just two child... Okay, sorry about that. So, let's see here.

Speaker speaker\_4: No, that's fine.

Speaker speaker\_0: So, I do want to let you know... Actually, who do you want to put down as the beneficiary for your term life?

Speaker speaker\_4: Uh, Araceli Salinas.

Speaker speaker\_0: Okay.

Speaker speaker\_4: My wife.

Speaker speaker\_0: Spouse, Araceli Salinas, okay. So, I do want to let you know how this pending enrollment process works. It will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$175.05 come off your paycheck, coverage begins the Monday we receive that deduction from Superior Skilled Trades. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jose, is there anything else I could assist you with today?

Speaker speaker\_4: Uh, no, that's it. I thought I was enrolled already, because when I make the application, I put all this information, and they told me, "No, you're not enrolled," and I'm like, "What do you mean?" But yeah, when I made the application with SST, I made all... I put all- all this information that I gave you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_4: But yeah, I guess I wasn't enrolled.

Speaker speaker\_0: I totally understand. Well, I do know that Superior Skilled Trades is one of our new clients, so that may be a reason why, um, we possibly didn't receive that information from them. But I already got you put in our system, I got the pending enrollment process squared away for you, so everything is good to go for you, okay?

Speaker speaker\_4: Well, it sounds great. Thanks a lot.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_4: You too. Thank you.

Speaker speaker\_0: All right, bye-bye.