

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits 200, this is Justin. How may I help you today? Hello there. Um, I've been told by my agency to call in regarding, um, adding on my, um, dental insurance for the benefits. Okay, what's the staffing agency you work for? TRC Staffing. And the last four of your Social? 4592. And what was your first and last name? Davina Patterson. Okay. And for security- Also, I did... Sorry, go ahead. For security purposes, could you verify your home address, including city, state and zip code, Davina? Yes, it's 2614 Waverly Hills Drive, Lawrenceville, Georgia 30044. And your date of birth? 03/23. And a good telephone number has 470-808-8493? Yes, sir. And the email I have is [davina.patterson@protonmail.com](mailto:davina.patterson@protonmail.com)? Yes. Okay, what were you gonna say before I cut you off? Um, I, I was a bit confused as well, because when I first signed up, uh, about four weeks ago now, I did add on the life insurance, but I've never received any confirmation about that at all. Okay, let me check on that for you. So let's see. Thank you. Okay, so I see what's going on. Um, so checking the calendar, we're still waiting on the deduction to come through from TRC Staffing. So once that deduction is received, you would become active in the term life and then, uh, policy information will be issued out from there. So if anything, we're waiting on TRC. Okay, and how much... And how much is the term life? How much- I was never told how much the life insurance is. Um, so let's see. So your total premium is \$2.51 per week. However, the benefit amount for employees up to age 64 is \$20,000, and then for children up to age 26, \$2,500. Okay. And, and then you wanted to add the dental as well? Yes, how much would the dental be for, um, uh, children? Me and my, me and children? Well, me and one child? So employee plus child coverage would be \$9.30 per week. Okay, perfect. And it's PPO, correct? Correct. Okay. Yes, I'd like to add that on, please. Okay, so let's see here. So adding the dental as well as the term, onto the term life would make your new total deductions \$11.81 per week. Do you authorize TRC Staffing to make the deduction for you? Uh, so the life is \$25,000 term, correct, you said? Uh, for employees up to age 64, it was \$20,000. And then for, uh- \$20,000. ... children up to age 26, it's \$2,500. Okay, yes. Okay. So we'll go ahead and save that. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$11.81 come off your paycheck, that's how you know dental was added to the coverage. Okay. Seven to 10 business days later, you'll receive all your policy and ID card information for the dental in the mail. But other than that- Okay. ... Davina, is there anything else I could assist you with today? Okay, do you need the, do you need me, the... So does it cover the one child or two children? Um, so it covers as many children as, up to age 26. Okay, perfect. Okay, so it's, so it's gonna take two weeks, in total, probably, what, four weeks to get the info- To get everything. ... to get the card and everything? Correct. Give or take. Okay. Okay. Okay, so they're only gonna deduct it when we receive it? Is that how it goes? Um, so the pending enrollment- Like a receipt? ... process

takes one to two weeks. So we have to send the information to TRC Staffing. They verify it, and then we send, they send it back and we verify it. So that's what the enrollment process is. And then that's when we- Okay. ... start deductions on you. Okay. Okay, perfect. So it's \$11.30 a week? Uh, uh, \$11.81. Okay, so notice I saved \$12, \$12 a week. Yes, ma'am. Okay. Okay, thank you so much for that. You're welcome. You have a great weekend. I appreciate it. Okay? Okay, you too now. Mm, bye bye. All right, bye bye. Bye bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 200, this is Justin. How may I help you today?

Speaker speaker\_1: Hello there. Um, I've been told by my agency to call in regarding, um, adding on my, um, dental insurance for the benefits.

Speaker speaker\_0: Okay, what's the staffing agency you work for?

Speaker speaker\_1: TRC Staffing.

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

Speaker speaker\_1: 4592.

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

Speaker speaker\_1: Davina Patterson.

Speaker speaker\_0: Okay. And for security-

Speaker speaker\_1: Also, I did... Sorry, go ahead.

Speaker speaker\_0: For security purposes, could you verify your home address, including city, state and zip code, Davina?

Speaker speaker\_1: Yes, it's 2614 Waverly Hills Drive, Lawrenceville, Georgia 30044.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 03/23.

Speaker speaker\_0: And a good telephone number has 470-808-8493?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is davina.patterson@protonmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, what were you gonna say before I cut you off?

Speaker speaker\_1: Um, I, I was a bit confused as well, because when I first signed up, uh, about four weeks ago now, I did add on the life insurance, but I've never received any

confirmation about that at all.

Speaker speaker\_0: Okay, let me check on that for you. So let's see.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay, so I see what's going on. Um, so checking the calendar, we're still waiting on the deduction to come through from TRC Staffing. So once that deduction is received, you would become active in the term life and then, uh, policy information will be issued out from there. So if anything, we're waiting on TRC.

Speaker speaker\_1: Okay, and how much... And how much is the term life?

Speaker speaker\_0: How much-

Speaker speaker\_1: I was never told how much the life insurance is.

Speaker speaker\_0: Um, so let's see. So your total premium is \$2.51 per week. However, the benefit amount for employees up to age 64 is \$20,000, and then for children up to age 26, \$2,500.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, and then you wanted to add the dental as well?

Speaker speaker\_1: Yes, how much would the dental be for, um, uh, children? Me and my, me and children? Well, me and one child?

Speaker speaker\_0: So employee plus child coverage would be \$9.30 per week.

Speaker speaker\_1: Okay, perfect. And it's PPO, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Yes, I'd like to add that on, please.

Speaker speaker\_0: Okay, so let's see here. So adding the dental as well as the term, onto the term life would make your new total deductions \$11.81 per week. Do you authorize TRC Staffing to make the deduction for you?

Speaker speaker\_1: Uh, so the life is \$25,000 term, correct, you said?

Speaker speaker\_0: Uh, for employees up to age 64, it was \$20,000. And then for, uh-

Speaker speaker\_1: \$20,000.

Speaker speaker\_0: ... children up to age 26, it's \$2,500.

Speaker speaker\_1: Okay, yes.

Speaker speaker\_0: Okay. So we'll go ahead and save that. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$11.81 come off your paycheck, that's how you know dental was added to the coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to 10 business days later, you'll receive all your policy and ID card information for the dental in the mail. But other than that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Davina, is there anything else I could assist you with today?

Speaker speaker\_1: Okay, do you need the, do you need me, the... So does it cover the one child or two children?

Speaker speaker\_0: Um, so it covers as many children as, up to age 26.

Speaker speaker\_1: Okay, perfect. Okay, so it's, so it's gonna take two weeks, in total, probably, what, four weeks to get the info-

Speaker speaker\_0: To get everything.

Speaker speaker\_1: ... to get the card and everything?

Speaker speaker\_0: Correct. Give or take.

Speaker speaker\_1: Okay. Okay. Okay, so they're only gonna deduct it when we receive it? Is that how it goes?

Speaker speaker\_0: Um, so the pending enrollment-

Speaker speaker\_1: Like a receipt?

Speaker speaker\_0: ... process takes one to two weeks. So we have to send the information to TRC Staffing. They verify it, and then we send, they send it back and we verify it. So that's what the enrollment process is. And then that's when we-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... start deductions on you.

Speaker speaker\_1: Okay. Okay, perfect. So it's \$11.30 a week?

Speaker speaker\_0: Uh, uh, \$11.81.

Speaker speaker\_1: Okay, so notice I saved \$12, \$12 a week.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Okay, thank you so much for that.

Speaker speaker\_0: You're welcome. You have a great weekend.

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay, you too now. Mm, bye bye.

Speaker speaker\_0: All right, bye bye.

Speaker speaker\_1: Bye bye.