

Transcript: Justin

Mills-5758015555715072-6628828764913664

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? Hmm. Good morning. Um, yeah, I was trying to set up my benefits. Um, I tried to do it online but it was saying that dependents are not allowed or something like that. Ah. When I tried to add dependents, so I'm not sure what was going on. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, Versella, formerly Tara. Okay. And the last four of your social? 6444. And what was your first and last name? Brandon Wilson. Okay. And for security purposes, can you verify the home address including city, state and zip code, Brandon? Yeah. 104 Mount Vernon Circle, Apartment D, Las Vegas, Nevada 89101. And your date of birth? 12/3/88. Oh, happy birthday. Thank you. You're welcome. And a good telephone number have a 703-992-3525? Correct. And the email I have is unfazed0507@icloud? Correct. Okay, so let's see here. Um, yes, so I can go ahead and add your dependents real quick. What's your spouse's first name? Cassie Wilson. C-A-S-S-I-E. And her social? 226-610759. And her date of birth? 6/10/89. Okay. And the child? Uh, I got four of 'em, so bear with me. It's, uh, Cameron Rooney, R-O-O-N-E-Y. And his social? Uh, give me one moment. Okay. This is gonna be... 693-10-3637. 37. Mm-hmm. And his date of birth? 6/16/2008. All right. Okay. And the next child? It's gonna be Carleigh Wilson and her name is spelled C-A-R-L-E-I-G-H, and then Wilson. Bitch, I love you. And her social? 696-14-1302. Mm-hmm. And her date of birth? 4/5/2010. Mm-hmm. And the next child? Brodie Wilson. B-R-O-D-I-E Wilson. And his social? 753-96-5303. Yes. And his date of birth? Uh, 9/7/2011. 9/11, okay. And the last child? Is Braylee. B-R-A-Y-L-E-E Wilson. And social? 809-37-4080. Child. Child. And the date of birth? 8/16/2014. 8/16/2014. Okay. And who do you want to put down as the beneficiary for the term life? I'll put my wife. Your wife, okay. Okay, let's see. Okay, so I went ahead and added the dependents down and the beneficiary down as well. Is there anything else I could help you with today, Brandon? Um, no. Is there, like, with benefits and is it, did I set myself up for everything? Or is that- Uh, let's see. So you signed yourself up for free RX, uh, Denso, IDA experts- Oh, did you do everything I clicked on last night? Yes, sir. So I, yes, sir, I see everything. Okay. Okay, yeah. Then that, then we're good then. Yeah, that's everything I needed. Um, where... Well, do you know how long it takes for that to go into effect? Um, so I do know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$133.33 come off your paycheck, coverage begins the Monday we receive that deduction from Tara Staffing. So it's usually one to two-week process. Okay. Okay, yeah, that's fine. I just wanted to double check that I was... 'cause I know I'm, I'm pretty sure I'm still within my 30 days from my first paycheck, so I just wanted to make sure I got it took care of. Yes, sir. Um, well, is there anything else I could help you with today, Brandon? Oh, no, that's great. I appreciate all that. Thank you very much.

You're welcome. You have a great day, okay? You as well. Thank you. All right, 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: Hmm. Good morning. Um, yeah, I was trying to set up my benefits. Um, I tried to do it online but it was saying that dependents are not allowed or something like that.

Speaker speaker_1: Ah.

Speaker speaker_2: When I tried to add dependents, so I'm not sure what was going on.

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

Speaker speaker_2: Uh, Versella, formerly Tara.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 6444.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Brandon Wilson.

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

Speaker speaker_2: Yeah. 104 Mount Vernon Circle, Apartment D, Las Vegas, Nevada 89101.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/3/88.

Speaker speaker_1: Oh, happy birthday.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. And a good telephone number have a 703-992-3525?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is unfazed0507@icloud?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. Um, yes, so I can go ahead and add your dependents real quick. What's your spouse's first name?

Speaker speaker_2: Cassie Wilson. C-A-S-S-I-E.

Speaker speaker_1: And her social?

Speaker speaker_2: 226-610759.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: 6/10/'89.

Speaker speaker_1: Okay. And the child?

Speaker speaker_2: Uh, I got four of 'em, so bear with me. It's, uh, Cameron Rooney, R-O-O-N-E-Y.

Speaker speaker_1: And his social?

Speaker speaker_2: Uh, give me one moment. Okay. This is gonna be... 693-10-3637.

Speaker speaker_1: 37. Mm-hmm. And his date of birth?

Speaker speaker_2: 6/16/2008.

Speaker speaker_1: All right. Okay. And the next child?

Speaker speaker_2: It's gonna be Carleigh Wilson and her name is spelled C-A-R-L-E-I-G-H, and then Wilson.

Speaker speaker_1: Bitch, I love you. And her social?

Speaker speaker_2: 696-14-1302.

Speaker speaker_1: Mm-hmm. And her date of birth?

Speaker speaker_2: 4/5/2010.

Speaker speaker_1: Mm-hmm. And the next child?

Speaker speaker_2: Brodie Wilson. B-R-O-D-I-E Wilson.

Speaker speaker_1: And his social?

Speaker speaker_2: 753-96-5303.

Speaker speaker_1: Yes. And his date of birth?

Speaker speaker_2: Uh, 9/7/2011.

Speaker speaker_1: 9/11, okay. And the last child?

Speaker speaker_2: Is Braylee. B-R-A-Y-L-E-E Wilson.

Speaker speaker_1: And social?

Speaker speaker_2: 809-37-4080.

Speaker speaker_1: Child. Child. And the date of birth?

Speaker speaker_2: 8/16/2014.

Speaker speaker_1: 8/16/2014. Okay. And who do you want to put down as the beneficiary for the term life?

Speaker speaker_2: I'll put my wife.

Speaker speaker_1: Your wife, okay. Okay, let's see. Okay, so I went ahead and added the dependents down and the beneficiary down as well. Is there anything else I could help you with today, Brandon?

Speaker speaker_2: Um, no. Is there, like, with benefits and is it, did I set myself up for everything? Or is that-

Speaker speaker_1: Uh, let's see. So you signed yourself up for free RX, uh, Denso, IDA experts-

Speaker speaker_2: Oh, did you do everything I clicked on last night?

Speaker speaker_1: Yes, sir. So I, yes, sir, I see everything.

Speaker speaker_2: Okay. Okay, yeah. Then that, then we're good then. Yeah, that's everything I needed. Um, where... Well, do you know how long it takes for that to go into effect?

Speaker speaker_1: Um, so I do know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$133.33 come off your paycheck, coverage begins the Monday we receive that deduction from Tara Staffing. So it's usually one to two-week process.

Speaker speaker_2: Okay. Okay, yeah, that's fine. I just wanted to double check that I was... 'cause I know I'm, I'm pretty sure I'm still within my 30 days from my first paycheck, so I just wanted to make sure I got it took care of.

Speaker speaker_1: Yes, sir. Um, well, is there anything else I could help you with today, Brandon?

Speaker speaker_2: Oh, no, that's great. I appreciate all that. Thank you very much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: All right, bye-bye.