

## **Transcript: Justin**

**Mills-5825711326576640-6556139637391360**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Incurd. This is Justin. How can I help you today? Yes, this is Jasmine Campbell, and I'm trying to sign up for some, um, enroll in my MEC. Mokay, what's the staffing agency you work for? Uh, Enroll to Work. Uh, the staffing agency. Megaforce. Mokay, so Megaforce, and the last four of your Social. 5277. And what was your first and last name? Jasmine Campbell. And for security purposes, can you verify the home address, including city, state and zip code, Jasmine? 103 Theode Drive, Goldsboro, North Carolina 27534. And confirm your date of birth? 12/21/94. And a good telephone number I have is 919-429-1459? Yes, sir. And the email I have is J-A-S-C-A-M 02 at Yahoo? Yes, sir. Mokay. Um, now did you have an idea of what you wanted to be enrolled into, or no? Um, the dental and vision for sure. The dental and visions? Mokay. Let's see here. For employee only? Yes. Mokay. And I do know that Megaforce Staffing does offer other things like medical plans. Um, one of 'em just covers preventative healthcare services at \$14.90. Two of 'em cover hospitals, doctors and medications ranging from \$16.33 to \$22.98. And then the last one is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage, \$42.68 a week. Um, they do offer other- How much is the, um... I'm sorry. We're just competi- How much is the dental? How much is the dental and the vision? Um, so dental would be \$3.38 while vision's \$1.99. Okay. Um, I think that's all. I don't want the, um, the other insurance, if you could just call it out. No worries. Um, so dental and vision for employee only would make your total deductions \$5.37 per week. Do you authorize Megaforce to make the deduction for you? Do I what- Do you authorize Megaforce? Y- yeah. Do you authorize- I do. ... them to make that deduction for you? Yes. Sorry about that. No worries. Um, so I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$5.37 come off your paycheck, coverage begins the Monday we receive that deduction from Megaforce. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Jasmine, is there anything else I can help you out with today? No, that's all. Thank you. Awesome. You're welcome. You have a great day, okay? You too. All right. Bye-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 Incurd. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, this is Jasmine Campbell, and I'm trying to sign up for some, um, enroll in my MEC.

Speaker speaker\_1: Mokay, what's the staffing agency you work for?

Speaker speaker\_2: Uh, Enroll to Work.

Speaker speaker\_1: Uh, the staffing agency.

Speaker speaker\_2: Megaforce.

Speaker speaker\_1: Mokay, so Megaforce, and the last four of your Social.

Speaker speaker\_2: 5277.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Jasmine Campbell.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Jasmine?

Speaker speaker\_2: 103 Theode Drive, Goldsboro, North Carolina 27534.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12/21/94.

Speaker speaker\_1: And a good telephone number I have is 919-429-1459?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is J-A-S-C-A-M 02 at Yahoo?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Mokay. Um, now did you have an idea of what you wanted to be enrolled into, or no?

Speaker speaker\_2: Um, the dental and vision for sure.

Speaker speaker\_1: The dental and visions? Mokay. Let's see here. For employee only?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mokay. And I do know that Megaforce Staffing does offer other things like medical plans. Um, one of 'em just covers preventative healthcare services at \$14.90. Two of 'em cover hospitals, doctors and medications ranging from \$16.33 to \$22.98. And then the last one is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage, \$42.68 a week. Um, they do offer other-

Speaker speaker\_2: How much is the, um... I'm sorry.

Speaker speaker\_1: We're just competi-

Speaker speaker\_2: How much is the dental? How much is the dental and the vision?

Speaker speaker\_1: Um, so dental would be \$3.38 while vision's \$1.99.

Speaker speaker\_2: Okay. Um, I think that's all. I don't want the, um, the other insurance, if you could just call it out.

Speaker speaker\_1: No worries. Um, so dental and vision for employee only would make your total deductions \$5.37 per week. Do you authorize Megaforce to make the deduction for you?

Speaker speaker\_2: Do I what-

Speaker speaker\_1: Do you authorize Megaforce? Y- yeah. Do you authorize-

Speaker speaker\_2: I do.

Speaker speaker\_1: ... them to make that deduction for you?

Speaker speaker\_2: Yes. Sorry about that.

Speaker speaker\_1: No worries. Um, so I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$5.37 come off your paycheck, coverage begins the Monday we receive that deduction from Megaforce. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Jasmine, is there anything else I can help you out with today?

Speaker speaker\_2: No, that's all. Thank you.

Speaker speaker\_1: Awesome. You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye.