

Transcript: Justin

Mills-5968016817438720-6359704345952256

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, uh, my name is Kenneth Cullen and I was trying to register. I was trying to enroll. Okay. What's the staffing agency you work for? I work with TempStaff. And the last four of your Social? The last four of my Social is 7223. And for security purposes, could you verify your home address including city, state and zip code? Yeah, it's, uh, uh... Hold on, I'm trying to think here. I'm not, uh, I don't use my physical address. I use my PO box for my mailing information and stuff, that's why I have to think about what my computer name, uh, uh, uh, uh, my physical address is. It's, uh, it's, uh, 5169 Sweet Home Road, Grenada, Mississippi 38901. And your date of birth? 0805, 1963. And a good telephone number have a 662-8094-823? Yes. And a good telephone num- and the email I have is ketaconley149 at gmail? Yes. Okay. Um, now did you have an idea of what you wanted to be enrolled into or no? Pardon? I said, did you have an idea of what you wanted to be enrolled into or no? I do. I, I want insurance and I need, uh, some for eye care, you know, so I can get glasses. Okay, let's see here. So I do know that their vision runs \$2.42 per week for employee only. Mm-hmm. However, they do offer three medical plans. Um, one that just covers preventative services, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$15.91 per week. Mm-hmm. And then two other medical plans that cover hospitals, doctors and medications ranging from \$18.76 to \$27.43. So what's the \$27.43? Um, that's the Elite Standard which covers hospitals, doctors and medications. Mm-hmm. Uh-huh. Uh, so that doesn't include the, the dental and all that? Like you said things... No, sir. Yes, sir. So the medical plans are separate from the additional benefit options like dental, vision, et cetera. Mm-hmm. Okay. No, I just want the eye care and the dental. Okay. No worries. So dental and vision for employee only, correct? Right, right, right, right. That's what I, that's what I, um, I want to enroll in. Okay. So let's see here. So dental and vision for employee only would make your total deduction \$7.82 per week. Do you authorize TempStaff to make that deduction for you? I do. Okay. Um, now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$7.82 come off your paycheck, coverage begins the Monday we receive that deduction from TempStaff. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kenneth, is there anything else I can assist you with today? No, I think that's going to be it for me for right now today. Awesome. Thank you for calling. Is there, is, uh, can, uh, I, uh, can I ask another question before you hang up? Yes, sir. Uh, if I want to take out the medical, could I call back and, and take that out later? Um, yes, sir. So I do know that TempStaff is in their company open enrollment period up until May 1st. Um, so you have the option... Okay. ... to take out that medical up until then. Okay. All right. All right then. I sure thank you so much. That's all I need today. You're welcome. You have a great day, okay? You as well. Thank you. All right.

Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, uh, my name is Kenneth Cullen and I was trying to register. I was trying to enroll.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: I work with TempStaff.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: The last four of my Social is 7223.

Speaker speaker_0: And for security purposes, could you verify your home address including city, state and zip code?

Speaker speaker_1: Yeah, it's, uh, uh... Hold on, I'm trying to think here. I'm not, uh, I don't use my physical address. I use my PO box for my mailing information and stuff, that's why I have to think about what my computer name, uh, uh, uh, uh, my physical address is. It's, uh, it's, uh, 5169 Sweet Home Road, Grenada, Mississippi 38901.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 0805, 1963.

Speaker speaker_0: And a good telephone number have a 662-8094-823?

Speaker speaker_1: Yes.

Speaker speaker_0: And a good telephone num- and the email I have is ketaconley149 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Pardon?

Speaker speaker_0: I said, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: I do. I, I want insurance and I need, uh, some for eye care, you know, so I can get glasses.

Speaker speaker_0: Okay, let's see here. So I do know that their vision runs \$2.42 per week for employee only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, they do offer three medical plans. Um, one that just covers preventative services, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$15.91 per week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then two other medical plans that cover hospitals, doctors and medications ranging from \$18.76 to \$27.43.

Speaker speaker_1: So what's the \$27.43?

Speaker speaker_0: Um, that's the Elite Standard which covers hospitals, doctors and medications.

Speaker speaker_1: Mm-hmm. Uh-huh. Uh, so that doesn't include the, the dental and all that? Like you said things...

Speaker speaker_0: No, sir. Yes, sir. So the medical plans are separate from the additional benefit options like dental, vision, et cetera.

Speaker speaker_1: Mm-hmm. Okay. No, I just want the eye care and the dental.

Speaker speaker_0: Okay. No worries. So dental and vision for employee only, correct?

Speaker speaker_1: Right, right, right, right. That's what I, that's what I, um, I want to enroll in.

Speaker speaker_0: Okay. So let's see here. So dental and vision for employee only would make your total deduction \$7.82 per week. Do you authorize TempStaff to make that deduction for you?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. Um, now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$7.82 come off your paycheck, coverage begins the Monday we receive that deduction from TempStaff. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kenneth, is there anything else I can assist you with today?

Speaker speaker_1: No, I think that's going to be it for me for right now today.

Speaker speaker_0: Awesome. Thank you for calling.

Speaker speaker_1: Is there, is, uh, can, uh, I, uh, can I ask another question before you hang up?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, if I want to take out the medical, could I call back and, and take that out later?

Speaker speaker_0: Um, yes, sir. So I do know that TempStaff is in their company open enrollment period up until May 1st. Um, so you have the option...

Speaker speaker_1: Okay.

Speaker speaker_0: ... to take out that medical up until then.

Speaker speaker_1: Okay. All right. All right then. I sure thank you so much. That's all I need today.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.