

## **Transcript: Justin**

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### **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? Hi, my name is Vanessa White. I just recently started with, uh, Innovative Staffing, or Innovative Staff Solutions, and I was, uh, wanting to sign up for the insurance. Okay, so Innovative Staff Solutions. What's the last four of your Social? 3795. And what was your first and last name? Vanessa White. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Vanessa? 204 Pine Ridge Drive, Hopkinsville, Kentucky 42240. And confirm your date of birth? August 30th, 1967. And a good telephone number have as 270-348-0612? Yes. And the email have as CTLVan@outlook.com? No. Here, what's a good email for you? It's gonna be WhiteVanessa805 at gmail.com. Okay, so let's see here. Okay. When did you start with Innovative Staff Solutions? Um, what is today is the... Let's see. Let me get the calendar real quick. Um... Okay. Uh, November the... Wait a minute. No, ma'am. No. No. Hold on. I had orientation on Friday, November the 22nd, and I started, uh, Monday, that Monday, uh, the 25th. Okay. Okay. 'Cause the only reason why I ask that is because I'm not seeing a more recent hire date on you. Um, so to cover my tracks, I have to email my back office, have them do an eligibility review on you, and then once I do receive word back, I can give you a call back, letting you know their response. Um, but did you have an idea of what you wanted to be enrolled into so once I do receive word back I can go ahead and process the enrollment for you? Right. And this is the only way that I can enroll, like, over the phone? There's no... This is the only way to enroll? Uh, let me verify that. There should be a website. But yeah, I already have an idea of what I want. Okay. Um, so that website is, um, I can provide it to you if, if you're wanting to do that. But it'll probably give you the eligibility, um, notification as well. Okay. No problem. I mean, I'll wait for your call, uh, or y- for you to do whatever you need to do on your end. But yeah. Okay. Um, but what were your elections? So I can just go ahead and get an idea and notate it down on the file. Uh, um... I haven't really just, this is what I elected. Originally I was gonna do, because I do have dependents, but I'm just gonna do myself, so I was gonna go with the, uh... Okay, that's too deep. I'm sorry. I had it... No worries. Take your time. I was gonna go with Ensure Plus. Ensure Plus? Yes. Uh, which one? The basic or the enhanced? No, no, no. I was gonna go with the enhanced. Oh, enhanced. Okay. Employee only. Okay. Anything else? Vision. Vision. Okay. I was gonna get the vision, uh, dental, term life, and accident and death. But now, now that I'm... I, I don't like, you know, having to, like, pick without having... You know what I'm saying? I'm, I feel like I'm being rushed and I'm not really looking over everything, which I have looked it over. But now that I'm just including myself... See, at first I originally picked for me and my dependents. Mm-hmm. But now that I'm con- reconsidering, I just want for me, so yeah. But yeah, I'm still gonna get EnsurePlus enhanced and I'll probably get whatever is available to me, short term disability. I

get all... Um, you know what I'm saying? Totally understand. I don't know. So pretty much everything offered to you, I get it. I'm gonna go back over it while you do the eligibility review or whatever, and I'll- Mm-hmm. ... and we'll discuss it further. Like, don't, don't lock me into what I'm telling you now. I totally understand. Yeah. I was just making a note of it, just letting them know that you were- Okay. ... interested in those plans. Um, but like I said- Well also, um- ... I'll reach out to my, I'll reach out to my back office, have them do that eligibility review, and then once I do receive word back, I can give you a call back and we can discuss things further. Okay, thank you so much. You're welcome. Is there anything else I could help you out with today, Vanessa? No, sir. Awesome. Well, you have a wonderful day, okay? You as well. Thank you. You're welcome. Bye-bye. Mm-hmm.

## 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: Hi, my name is Vanessa White. I just recently started with, uh, Innovative Staffing, or Innovative Staff Solutions, and I was, uh, wanting to sign up for the insurance.

Speaker speaker\_1: Okay, so Innovative Staff Solutions. What's the last four of your Social?

Speaker speaker\_2: 3795.

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

Speaker speaker\_2: Vanessa White.

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

Speaker speaker\_2: 204 Pine Ridge Drive, Hopkinsville, Kentucky 42240.

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

Speaker speaker\_2: August 30th, 1967.

Speaker speaker\_1: And a good telephone number have as 270-348-0612?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email have as CTLVan@outlook.com?

Speaker speaker\_2: No.

Speaker speaker\_1: Here, what's a good email for you?

Speaker speaker\_2: It's gonna be WhiteVanessa805 at gmail.com.

Speaker speaker\_1: Okay, so let's see here. Okay. When did you start with Innovative Staff Solutions?

Speaker speaker\_2: Um, what is today is the... Let's see. Let me get the calendar real quick. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, November the... Wait a minute. No, ma'am. No. No. Hold on. I had orientation on Friday, November the 22nd, and I started, uh, Monday, that Monday, uh, the 25th.

Speaker speaker\_1: Okay. Okay. 'Cause the only reason why I ask that is because I'm not seeing a more recent hire date on you. Um, so to cover my tracks, I have to email my back office, have them do an eligibility review on you, and then once I do receive word back, I can give you a call back, letting you know their response. Um, but did you have an idea of what you wanted to be enrolled into so once I do receive word back I can go ahead and process the enrollment for you?

Speaker speaker\_2: Right. And this is the only way that I can enroll, like, over the phone? There's no... This is the only way to enroll?

Speaker speaker\_1: Uh, let me verify that. There should be a website.

Speaker speaker\_2: But yeah, I already have an idea of what I want.

Speaker speaker\_1: Okay. Um, so that website is, um, I can provide it to you if, if you're wanting to do that. But it'll probably give you the eligibility, um, notification as well.

Speaker speaker\_2: Okay. No problem. I mean, I'll wait for your call, uh, or y- for you to do whatever you need to do on your end. But yeah.

Speaker speaker\_1: Okay. Um, but what were your elections? So I can just go ahead and get an idea and notate it down on the file.

Speaker speaker\_2: Uh, um... I haven't really just, this is what I elected. Originally I was gonna do, because I do have dependents, but I'm just gonna do myself, so I was gonna go with the, uh... Okay, that's too deep. I'm sorry. I had it...

Speaker speaker\_1: No worries. Take your time.

Speaker speaker\_2: I was gonna go with Ensure Plus.

Speaker speaker\_1: Ensure Plus?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Uh, which one? The basic or the enhanced?

Speaker speaker\_2: No, no, no. I was gonna go with the enhanced.

Speaker speaker\_1: Oh, enhanced. Okay.

Speaker speaker\_2: Employee only.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: Vision.

Speaker speaker\_1: Vision. Okay.

Speaker speaker\_2: I was gonna get the vision, uh, dental, term life, and accident and death. But now, now that I'm... I, I don't like, you know, having to, like, pick without having... You know what I'm saying? I'm, I feel like I'm being rushed and I'm not really looking over everything, which I have looked it over. But now that I'm just including myself... See, at first I originally picked for me and my dependents.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: But now that I'm con- reconsidering, I just want for me, so yeah. But yeah, I'm still gonna get EnsurePlus enhanced and I'll probably get whatever is available to me, short term disability. I get all... Um, you know what I'm saying?

Speaker speaker\_1: Totally understand.

Speaker speaker\_2: I don't know.

Speaker speaker\_1: So pretty much everything offered to you, I get it.

Speaker speaker\_2: I'm gonna go back over it while you do the eligibility review or whatever, and I'll-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and we'll discuss it further. Like, don't, don't lock me into what I'm telling you now.

Speaker speaker\_1: I totally understand. Yeah. I was just making a note of it, just letting them know that you were-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... interested in those plans. Um, but like I said-

Speaker speaker\_2: Well also, um-

Speaker speaker\_1: ... I'll reach out to my, I'll reach out to my back office, have them do that eligibility review, and then once I do receive word back, I can give you a call back and we can discuss things further.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today, Vanessa?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: You as well. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Mm-hmm.