

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. How are you today? Doing pretty well. And yourself? I'm just fine. Justin, I was calling about the opening enrollment and all we need is the life insurance. Okay. So we're n- just needing life insurance? Yes, that's it. Okay. What's the staffing agency you work for? I'm working for 2 minutes you at 2:00 in the park in Dakara, South Carolina. And the last four of your Social? 5683. And what was your first and last name? My name is Kenneth Dolphin. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kenneth? 1010 Kingston Road, 2000, South Carolina. The zip code is 29842. And confirm your date of birth? 6/5/1963. Okay. And a good telephone number I have is 508-2589. Yes, sir. And the email I have is kenneth66@gmail.com. Yes. I want to make sure that's spelled correctly. K-E-N-N-E-A-T-H. Correct. I have that spelling as the email. Yes, sir. Yes. Okay. Okay. So let's see here. Um, so just term life for employee only. Anything else? Uh, how much is the environmental tax will be weekly? Uh, \$2.11 per week. Okay. Um, I w- Well, I have one more question and then I'll be done. Yes, sir. Short-term disability, how much is that? Uh, what were you saying again? I'm sorry, you kind of broke in and out there. Short-term disability? Uh, the short-term disability would be \$4.02 per week. So if we combine the term life and the short term... uh, your total deductions would be \$6.13 per week. I'll take, I'll take that short-term as well. Okay. So as well as the term life? Yes. Okay. Um, so doing both of those would make your total deduction \$6.13 per week. Do you authorize MAU to make that deduction for you? Yes. Okay. Let me go ahead and save that. So I... And who do you want to put down for your beneficiary for the term life? Uh, Brianna Dolphin. Brianna Dolphin. And the relationship to her? My daughter. Daughter. Okay. Child. So I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. And then whenever you witness your first... Okay. ... pay reduction of the \$6.13 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Kenneth, is there anything else I could help you out with today? Okay. Short-term disability, life insurance and there will be a \$6.13 weekly deduction. Correct. Yes, sir. Okay, that's all I needed. Awesome. Thank you. Well, thank you for calling Benefits in a... You're welcome. You have a great day, okay? All right. 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: Hey, Justin. How are you today?

Speaker speaker_0: Doing pretty well. And yourself?

Speaker speaker_1: I'm just fine. Justin, I was calling about the opening enrollment and all we need is the life insurance.

Speaker speaker_0: Okay. So we're n- just needing life insurance?

Speaker speaker_1: Yes, that's it.

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

Speaker speaker_1: I'm working for 2 minutes you at 2:00 in the park in Dakara, South Carolina.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5683.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: My name is Kenneth Dolphin.

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

Speaker speaker_1: 1010 Kingston Road, 2000, South Carolina. The zip code is 29842.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 6/5/1963.

Speaker speaker_0: Okay. And a good telephone number I have is 508-2589.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is kenneth66@gmail.com.

Speaker speaker_1: Yes. I want to make sure that's spelled correctly. K-E-N-N-E-A-T-H.

Speaker speaker_0: Correct. I have that spelling as the email. Yes, sir.

Speaker speaker_1: Yes. Okay.

Speaker speaker_0: Okay. So let's see here. Um, so just term life for employee only. Anything else?

Speaker speaker_1: Uh, how much is the environmental tax will be weekly?

Speaker speaker_0: Uh, \$2.11 per week.

Speaker speaker_1: Okay. Um, I w- Well, I have one more question and then I'll be done.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Short-term disability, how much is that?

Speaker speaker_0: Uh, what were you saying again? I'm sorry, you kind of broke in and out there.

Speaker speaker_1: Short-term disability?

Speaker speaker_0: Uh, the short-term disability would be \$4.02 per week. So if we combine the term life and the short term... .. uh, your total deductions would be \$6.13 per week.

Speaker speaker_1: I'll take, I'll take that short-term as well.

Speaker speaker_0: Okay. So as well as the term life?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so doing both of those would make your total deduction \$6.13 per week. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me go ahead and save that. So I... And who do you want to put down for your beneficiary for the term life?

Speaker speaker_1: Uh, Brianna Dolphin.

Speaker speaker_0: Brianna Dolphin. And the relationship to her?

Speaker speaker_1: My daughter.

Speaker speaker_0: Daughter. Okay. Child. So I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. And then whenever you witness your first...

Speaker speaker_1: Okay.

Speaker speaker_0: ... pay reduction of the \$6.13 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Kenneth, is there anything else I could help you out with today?

Speaker speaker_1: Okay. Short-term disability, life insurance and there will be a \$6.13 weekly deduction.

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay, that's all I needed.

Speaker speaker_0: Awesome.

Speaker speaker_1: Thank you.

Speaker speaker_0: Well, thank you for calling Benefits in a... You're welcome. You have a great day, okay?

Speaker speaker_1: All right. All right. Bye-bye.

Speaker speaker_0: Bye-bye.