

## Transcript: Justin

**Mills-6139380546977792-5787112161198080**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, this is Austin Hill. You had emailed me about assistance with processing my enrollment information. Um, yeah. So we probably wanted to confirm if you wanted to be enrolled into benefits through your employer or not. Uh, yes. Okay, so you did want to be enrolled? Yes, sir. Okay, what's that staffing agency you work for? Uh, Pellet Heart. And the last four of your Social? 0878. And what was your first and last name? Austin Hill. And for security purposes, could you verify your home address, including city, state and zip code, Austin? 30117 US278 39730. And confirm your date of birth? 11/29/06. And a good telephone number, have a 662-436-2032? Yes, sir. And an email, have ausinhill900@yahoo? Yes, sir. Okay. Um, so let's see here. So just to confirm, you wanted the dental, term life, which is life insurance, vision and group accident for employee only, correct? Yes, sir. Okay, so let me go ahead and process that real quick. So doing those four would make your total deductions \$9.19 per week. Do you authorize Hamilton Reicher to make that deduction for you? Yes, sir. Okay, so we'll go ahead and save that. And who do you want to put down as your beneficiary for your term life? What does that mean? So say if something happens to you, who do you want the benefit going to? Oh. So I gotta put anybody? Uh, yes, sir. Okay, f%\$#@#? Oh. Did you get it? What? It could be a parent, a sibling, close relative... No, f%\$#. f%\$#? There's one in my room when I came back. Mm. Ask your grandma how she f%\$#. Hello, are you still there? Yes, sir, I'm over there. Okay. Who do you want to put down as the beneficiary? Uh, Tamika Hill. And the relationship to Tamika? Uh, mom. Mother? Okay. Let's see here. So I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$9.19 come off your paycheck, coverage begins the Monday we receive that deduction from Hamilton Reicher. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Austin, is there anything else I can help you out with today? No, sir. Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful weekend. All right? All right. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, this is Austin Hill. You had emailed me about assistance with processing my enrollment information.

Speaker speaker\_0: Um, yeah. So we probably wanted to confirm if you wanted to be enrolled into benefits through your employer or not.

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay, so you did want to be enrolled?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, what's that staffing agency you work for?

Speaker speaker\_1: Uh, Pellet Heart.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0878.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Austin Hill.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Austin?

Speaker speaker\_1: 30117 US278 39730.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 11/29/06.

Speaker speaker\_0: And a good telephone number, have a 662-436-2032?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And an email, have ausinhill900@yahoo?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, so let's see here. So just to confirm, you wanted the dental, term life, which is life insurance, vision and group accident for employee only, correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so let me go ahead and process that real quick. So doing those four would make your total deductions \$9.19 per week. Do you authorize Hamilton Reicher to make that deduction for you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so we'll go ahead and save that. And who do you want to put down as your beneficiary for your term life?

Speaker speaker\_1: What does that mean?

Speaker speaker\_0: So say if something happens to you, who do you want the benefit going to?

Speaker speaker\_1: Oh. So I gotta put anybody?

Speaker speaker\_0: Uh, yes, sir.

Speaker speaker\_2: Okay, f%\$#@#?

Speaker speaker\_1: Oh.

Speaker speaker\_2: Did you get it? What?

Speaker speaker\_0: It could be a parent, a sibling, close relative...

Speaker speaker\_2: No, f%\$#. f%\$#?

Speaker speaker\_3: There's one in my room when I came back.

Speaker speaker\_2: Mm. Ask your grandma how she f%\$#.

Speaker speaker\_0: Hello, are you still there?

Speaker speaker\_1: Yes, sir, I'm over there.

Speaker speaker\_0: Okay. Who do you want to put down as the beneficiary?

Speaker speaker\_1: Uh, Tamika Hill.

Speaker speaker\_0: And the relationship to Tamika?

Speaker speaker\_1: Uh, mom.

Speaker speaker\_0: Mother? Okay. Let's see here. So I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$9.19 come off your paycheck, coverage begins the Monday we receive that deduction from Hamilton Reicher. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Austin, is there anything else I can help you out with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful weekend. All right?

Speaker speaker\_1: All right.

Speaker speaker\_0: All right, bye-bye.