

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, hi. I'm just calling, um, I had some... a paper fax over to apply for benefits. I promise you that you guys receive it. Uh, let me check on that. Let's see. What was- What's the staffing agency you work for? Uh, Carlton Staffing. I think it was six- And the last four years are show? He last four 0655. And what was your first and last name? First name Calvin, K-A-L-V-I-N. Last name Nix, N-I-X. And for security purposes, can you verify your home address, including city, state and zip code, Calvin? Yes. 4025 Burke Road, Apartment 812, Pasadena, Texas 77504. And confirm your date of birth? It'd be 02/04/81. And a good telephone number has 4099045427. Yes, correct. And the email has calvin_nix@yahoo? Correct. Okay. Um, when did you submit that document? Um, they send it... Uh, Sunday, they had it faxed over. I had it faxed over. Okay. So, it looks... Looking at the file, it looks like our data entry team hasn't received that document just yet. However, if you remember your elections, I can get that process started for you. Um, not really 'cause I'm at work, but I have pretty much everything, just me and my spouse. Only thing I didn't get was the, uh, virtual whatever stuff, but everything that I signed up for. Okay. So pretty much everything for employee plus spouse except the virtual primary care? Yes, correct. Okay. Let's see here. And then did you want disability for yourself or no? Um, yes. Okay. Just making sure. So doing everything for you and your spouse, which is the BIP third which covers hospitals, doctors and medications, the free Rx, the dental, short-term disability for yourself, term life, vision, critical illness, group accident, behavioral health and ID experts for you and your spouse, would make your total deduction \$69.46 per week. Okay? Okay then. Okay. And do you authorize Carlton Staffing to make that deduction for you? Yes, I do. Okay. So I'll go ahead and save that and add your spouse as dependent information down real quick. Yeah, what's her first name? First name Delores, D-E-L-O-R-E-S. Okay. And same last name as you? Yes, correct. Nice. And do you have her Social by any chance? Yes. It's 434-19-0518. Great. Okay. And her date of birth? It'd be August 27, 1972. 1972. Okay. So I do want to let you know how this pending enrollment process works, that will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$69.46 come off your paycheck, coverage begins the Monday we receive that deduction from Carlton Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Carlton Staffing is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Calvin, is there anything else I could assist you with today? Uh, no. Not at this time. Awesome. Well, thank you for calling Benefits and a Card and

hope you have a wonderful day. All right? Uh, all right. Thank you. You do the same. Thank you. Bye-bye. 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: Yes, hi. I'm just calling, um, I had some... a paper fax over to apply for benefits. I promise you that you guys receive it.

Speaker speaker_0: Uh, let me check on that. Let's see.

Speaker speaker_1: What was-

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

Speaker speaker_1: Uh, Carlton Staffing. I think it was six-

Speaker speaker_0: And the last four years are show?

Speaker speaker_1: He last four 0655.

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

Speaker speaker_1: First name Calvin, K-A-L-V-I-N. Last name Nix, N-I-X.

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

Speaker speaker_1: Yes. 4025 Burke Road, Apartment 812, Pasadena, Texas 77504.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: It'd be 02/04/81.

Speaker speaker_0: And a good telephone number has 4099045427.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And the email has calvin_nix@yahoo?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, when did you submit that document?

Speaker speaker_1: Um, they send it... Uh, Sunday, they had it faxed over. I had it faxed over.

Speaker speaker_0: Okay. So, it looks... Looking at the file, it looks like our data entry team hasn't received that document just yet. However, if you remember your elections, I can get that process started for you.

Speaker speaker_1: Um, not really 'cause I'm at work, but I have pretty much everything, just me and my spouse. Only thing I didn't get was the, uh, virtual whatever stuff, but everything that I signed up for.

Speaker speaker_0: Okay. So pretty much everything for employee plus spouse except the virtual primary care?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. Let's see here. And then did you want disability for yourself or no?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Okay. Just making sure. So doing everything for you and your spouse, which is the BIP third which covers hospitals, doctors and medications, the free Rx, the dental, short-term disability for yourself, term life, vision, critical illness, group accident, behavioral health and ID experts for you and your spouse, would make your total deduction \$69.46 per week. Okay?

Speaker speaker_1: Okay then.

Speaker speaker_0: Okay. And do you authorize Carlton Staffing to make that deduction for you?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Okay. So I'll go ahead and save that and add your spouse as dependent information down real quick. Yeah, what's her first name?

Speaker speaker_1: First name Delores, D-E-L-O-R-E-S.

Speaker speaker_0: Okay. And same last name as you?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Nice. And do you have her Social by any chance?

Speaker speaker_1: Yes. It's 434-19-0518.

Speaker speaker_0: Great. Okay. And her date of birth?

Speaker speaker_1: It'd be August 27, 1972.

Speaker speaker_0: 1972. Okay. So I do want to let you know how this pending enrollment process works, that will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$69.46 come off your paycheck, coverage begins the Monday we receive that deduction from Carlton Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Carlton Staffing is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or

divorce, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Calvin, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no. Not at this time.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card and hope you have a wonderful day. All right?

Speaker speaker_1: Uh, all right. Thank you. You do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.