

## **Transcript: Justin**

**Mills-6376502115090432-5630426567327744**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey. Morning, Justin. Um, I just got off the phone with a really helpful gentleman, but I failed to ask a question. Um, okay. Uh, for the, for the MEC, um, plan, do you have to pair it up with a VIP Pro or a VIP Classic? Um, no, ma'am. It's totally up to you. Um, so the MEC can go with, with by itself, or you can choose one of the VIP plans if, if it's up to you. It's totally up to you. You don't have to combine both plans. But you're- Oh. ... you're allowed to, if, if need be. Right. Right. Okay. I was under the impression that I needed to pair it up. No, ma'am. Oh my goodness. Okay. Okay. This is even better. Um, okay. Because this is what we'd like to enroll in, just the MEC. Okay. Um, what's that staffing agency you work for? Um, I'm, I'm calling on behalf of my husband. It's Superior Skill Trades. Okay. Is your husband- And he called on... I was about to say, he called on yesterday to authorize me calling in since he can't call during your hours. Totally understand. Um, what's the last four of his social? It's 2537. And his first and last name? Victor Mack. M-E- And for- ... S. K. And for security purposes, could you verify his home address, including city, state and zip code? Sure. It's 7546 Plantation Road, and that's apartment number eight, which is in North Charleston, South Carolina. The zip code 29420. And confirm his date of birth? Uh, 5/29/61. And a good telephone number I have for him is 343-0227? Yes. And the email I have is narock44@Yahoo.com? Perfect. Okay. So let's see here. So the MEC for employee plus spouse. Anything else? Uh, no. That'll be it. Okay. So doing the MEC standalone would make his total deductions \$20.81 per week. Um, so let me go ahead and save that. And I'll add you down as a dependent. So let's see here. Mm-hmm. Dependents. And what was your first and last name? Sure. I'll spell it out. It's S as in Sam, A-K-E-N-A-H. Last name Williams. And your social? 247-41-7022. And just to confirm, 247-41-7022? Yes. Okay. And your date of birth? Uh, 10/16/78. Okay. Okay. So I do want to let you know that the pending enrollment process does take one to two weeks to go through. Mm-hmm. And then whenever Victor witnesses his first payroll deduction of the \$20.81 come off his paycheck, coverage begins the Monday we receive that deduction from Superior Skill Trades. Mm-hmm. Then seven to 10 business days later, you will- Mm-hmm. ... receive policy and ID card information in the mail. Um- Mm-hmm. ... but other than that, is there anything else I can assist you with today, Ms. Williams? No. Thank you so much for your help. You're welcome. And you have a great weekend, okay? Okay. You do the same. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey. Morning, Justin. Um, I just got off the phone with a really helpful gentleman, but I failed to ask a question. Um, okay. Uh, for the, for the MEC, um, plan, do you have to pair it up with a VIP Pro or a VIP Classic?

Speaker speaker\_0: Um, no, ma'am. It's totally up to you. Um, so the MEC can go with, with by itself, or you can choose one of the VIP plans if, if it's up to you. It's totally up to you. You don't have to combine both plans. But you're-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... you're allowed to, if, if need be.

Speaker speaker\_1: Right. Right. Okay. I was under the impression that I needed to pair it up.

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Oh my goodness. Okay. Okay. This is even better. Um, okay. Because this is what we'd like to enroll in, just the MEC.

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

Speaker speaker\_1: Um, I'm, I'm calling on behalf of my husband. It's Superior Skill Trades.

Speaker speaker\_0: Okay. Is your husband-

Speaker speaker\_1: And he called on... I was about to say, he called on yesterday to authorize me calling in since he can't call during your hours.

Speaker speaker\_0: Totally understand. Um, what's the last four of his social?

Speaker speaker\_1: It's 2537.

Speaker speaker\_0: And his first and last name?

Speaker speaker\_1: Victor Mack. M-E-

Speaker speaker\_0: And for-

Speaker speaker\_1: ... S. K.

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

Speaker speaker\_1: Sure. It's 7546 Plantation Road, and that's apartment number eight, which is in North Charleston, South Carolina. The zip code 29420.

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

Speaker speaker\_1: Uh, 5/29/61.

Speaker speaker\_0: And a good telephone number I have for him is 343-0227?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is narock44@Yahoo.com?

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Okay. So let's see here. So the MEC for employee plus spouse. Anything else?

Speaker speaker\_1: Uh, no. That'll be it.

Speaker speaker\_0: Okay. So doing the MEC standalone would make his total deductions \$20.81 per week. Um, so let me go ahead and save that. And I'll add you down as a dependent. So let's see here.

Speaker speaker\_1: Mm-hmm.

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

Speaker speaker\_1: Sure. I'll spell it out. It's S as in Sam, A-K-E-N-A-H. Last name Williams.

Speaker speaker\_0: And your social?

Speaker speaker\_1: 247-41-7022.

Speaker speaker\_0: And just to confirm, 247-41-7022?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: Uh, 10/16/78.

Speaker speaker\_0: Okay. Okay. So I do want to let you know that the pending enrollment process does take one to two weeks to go through.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then whenever Victor witnesses his first payroll deduction of the \$20.81 come off his paycheck, coverage begins the Monday we receive that deduction from Superior Skill Trades.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Then seven to 10 business days later, you will-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... receive policy and ID card information in the mail. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... but other than that, is there anything else I can assist you with today, Ms. Williams?

Speaker speaker\_1: No. Thank you so much for your help.

Speaker speaker\_0: You're welcome. And you have a great weekend, okay?

Speaker speaker\_1: Okay. You do the same. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.