

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Yeah. My name is Dario Robles, and I recently started working for BG SF, and I'm just calling for the benefits. Do you know Enroll into the benefits program that you guys have? Okay, so BG Staffing? What's the last four of your social? 7288. And for security purposes, can you verify the home address, including city, state and zip code, Dario? 2021 East Cornwall Street, Philadelphia, PA 19134. And your date of birth? Your date of birth? November 27th, 1992. And your telephone number I have is 215-350-6556? Yes. And the email I have is your first and last name 27 at gmail? Correct. Okay. Now, did you have an idea of what you wanted to be enrolled into through BG or no? Yes, I do want to be enrolled through BG. Okay. What did you want to be enrolled into, is what I'm asking? Um, medical and dental... and life insurance. I tried to do it through the website but for some reason it didn't allow me to finish. It said, like, something is missing. That, that's why I'm calling. Okay. Um, so let's see here. So medical, dental, and term life for employee only. Anything else? Um, I think that that's it. That's all I need. Okay, so doing those three for employee only would make your total deductions \$22.12 a week. Do you authorize BG Staffing to make the deduction for you? Sure. Okay. Um, so I do want to let you know that this pending enrollment will take one to three weeks to go through. Then whenever you witness that first payroll deduction of the \$22.12 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, uh, I do see that you... Who do you want to put down for your beneficiary for the term life? Oh, um, Glory Lozada. That's my girlfriend. Is that G- Gloria or Glory? Ah. Glory, like, with an E at the end. R-E? I-E. Yeah. Can you spell your last name for me? Um, L-O-Z as in zip code A-D-A. Okay. So I added her down as the beneficiary for you, but is there anything else I could help you with today, Dario? Well, um, the dental... um, 'cause on the website I saw, like, you have some, like, different... um, like VIP Classic and all that. Which one did you enroll in? Um, I put you down for the VIP Standard. Did you want the VIP Classic? No, the VIP Standard is great and the h- o- can you explain, if you know, what is the difference between those? Um, so the only major difference between the Standard, Classic and the Plus is how much the insurance carrier pays out for things. Um, so prime example... Uh, so let's see here. So say for example, um... Give me one second. Say for example you have to get surgery in a physician's office. Um, under the VIP Standard the insurance carrier will pay \$125 a day, while under the VIP Classic about \$250 a day, and under the VIP Plus they pay out \$1000 a day. So, like I said, the only major difference is how much the carrier pays out for things. Oh. Got it. Oh yeah, yeah. The VIP Standard is good. Okay. Well, is there anything else I could help you with today, Dario? No, that's it. Awesome. Well, thank you for calling Benefits on a Card, and I

hope you have a wonderful day. Okay? Thank you. You too. All right. Goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Yeah. My name is Dario Robles, and I recently started working for BG SF, and I'm just calling for the benefits. Do you know Enroll into the benefits program that you guys have?

Speaker speaker_1: Okay, so BG Staffing? What's the last four of your social?

Speaker speaker_2: 7288.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Dario?

Speaker speaker_2: 2021 East Cornwall Street, Philadelphia, PA 19134.

Speaker speaker_1: And your date of birth? Your date of birth?

Speaker speaker_2: November 27th, 1992.

Speaker speaker_1: And your telephone number I have is 215-350-6556?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is your first and last name 27 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through BG or no?

Speaker speaker_2: Yes, I do want to be enrolled through BG.

Speaker speaker_1: Okay. What did you want to be enrolled into, is what I'm asking?

Speaker speaker_2: Um, medical and dental... and life insurance. I tried to do it through the website but for some reason it didn't allow me to finish. It said, like, something is missing. That, that's why I'm calling.

Speaker speaker_1: Okay. Um, so let's see here. So medical, dental, and term life for employee only. Anything else?

Speaker speaker_2: Um, I think that that's it. That's all I need.

Speaker speaker_1: Okay, so doing those three for employee only would make your total deductions \$22.12 a week. Do you authorize BG Staffing to make the deduction for you?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. Um, so I do want to let you know that this pending enrollment will take one to three weeks to go through. Then whenever you witness that first payroll deduction of the \$22.12 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, uh, I do see that you... Who do you want to put down for your beneficiary for the term life?

Speaker speaker_2: Oh, um, Glory Lozada. That's my girlfriend.

Speaker speaker_1: Is that G- Gloria or Glory?

Speaker speaker_2: Ah. Glory, like, with an E at the end.

Speaker speaker_1: R-E?

Speaker speaker_2: I-E. Yeah.

Speaker speaker_1: Can you spell your last name for me?

Speaker speaker_2: Um, L-O-Z as in zip code A-D-A.

Speaker speaker_1: Okay. So I added her down as the beneficiary for you, but is there anything else I could help you with today, Dario?

Speaker speaker_2: Well, um, the dental... um, 'cause on the website I saw, like, you have some, like, different... um, like VIP Classic and all that. Which one did you enroll in?

Speaker speaker_1: Um, I put you down for the VIP Standard. Did you want the VIP Classic?

Speaker speaker_2: No, the VIP Standard is great and the h- o- can you explain, if you know, what is the difference between those?

Speaker speaker_1: Um, so the only major difference between the Standard, Classic and the Plus is how much the insurance carrier pays out for things. Um, so prime example... Uh, so let's see here. So say for example, um... Give me one second. Say for example you have to get surgery in a physician's office. Um, under the VIP Standard the insurance carrier will pay \$125 a day, while under the VIP Classic about \$250 a day, and under the VIP Plus they pay out \$1000 a day. So, like I said, the only major difference is how much the carrier pays out for things.

Speaker speaker_2: Oh. Got it. Oh yeah, yeah. The VIP Standard is good.

Speaker speaker_1: Okay. Well, is there anything else I could help you with today, Dario?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: All right. Goodbye.

Speaker speaker_2: Bye-bye.