

## **Transcript: Justin**

**Mills-6622579958169600-4919775581388800**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Card. This is Justin. How can I help you today? Hey, uh, Justin? Uh, this is Kyle Wilson. Um, I'm calling to, uh, I guess, get enrolled, uh, for the benefits. Okay. Um, what's the staffing agency you work for? Um, it's, it's at Accuforce. And the last four of your social? It's 5929. And for security purposes, can you verify the home address, including city, state and zip code, Kyle? Yes. It's uh, 109 Krause Street. That's in Elizabethton, Tennessee, 37643. And confirm your date of birth? January 31st, 1988. And a good telephone number I have is 423-557-1877? Yeah, that's correct. Okay. And the email I have is CowboyBilly3188@Yahoo? Yeah, that's right. Okay. So let's see here. Now, were you given a benefit guide through Accuforce by any chance, or no? Um, no. Uh, but I c- I called you all and, uh, I had something sent to my email and I went through it, and I picked out what I need and what I'm, what I'm go- what I've, what I'm gonna want. Okay. What were your elections? Um... Um, I went through it all, and, um, I'm wantin' to go with the VIP+. Um... Let me see here. Um... Of course, the dental, the disability, the life, vision, accident, the free Rx, and the diabetes program. The MEC tele- TeleRx. Where... And, uh... Those were my- Okay. So- ... what I was wantin' to get. Okay, so free Rx is actually included in the MEC TeleRx, um, so I don't need to elect free Rx for you. Okay. Okay. Uh, but just to confirm, we have the VIP+, dental, short-term disability, term life, vision, group accident, the MEC TeleRx, and behavior health, all for employee only. Correct? That's correct. And, uh, is that diabetes program, is that in with the MEC TeleRx? Uh... I think it is. Let's see. I was just calling to make sure. Now, I do know that MEC TeleRx covers diabetes screenings. Yeah, that was a... Some- something on there about a diabetes program that I read. Okay. I would be interested in that. Um, I did... I saw that on there. Okay. I think that's in with the, in- with the MEC TeleRx, I think. Okay. Did you wanna add anything else, or did you wanna go ahead and process this enrollment? Um, we can go ahead and process. That, that's... Yeah, that's, uh, everything that I need. Okay. And just to confirm one more time, we have the VIP+, the MEC TeleRx, then we have dental, disability, term life, vision, group accident, and behavior health. Correct? Yeah, that's correct. Okay, so doing all of those- Yeah. ... will net you a total deduction of \$65.17 per week. We authorize Accuforce to make that deduction for you. Would that be 60... How you say? Uh... I guess, uh... \$65.17 a week. I might've added something on here that... I can't... Uh... I might've misjudged. I... Somehow I came up with \$75. I don't know what I've came up with here. Maybe 'cause of the free Rx? Oh, that's what it is. Yeah. I've, I've added that twice. That's what it was. Yeah, the free Rx. Okay. Yeah, I think I added that twice. That's probably- Okay. ... what it is. So yeah, we'll, we'll, we'll go with what you got. Yours is probably correct. The 65... How much you say it was, 65? Yes, \$65.17. \$65.17. Okay. Okay. And who do you want- All right. ... to put down as your beneficiary for the term life? Um... Let's see. I'll put my

dad down. And his first name? Uh, his name's Carl, C-A-R-L Wilson. Awesome. Go. Parent. Okay, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction, of the \$65.17 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Kyle- Okay. ... is there anything else I can help you out with today? Okay. Um, so, when would I be receiving those cards and stuff? Uh, would that be after my first paycheck? Are you there? Hello? Hello, can you hear me? Hey, I hear you now. Yeah, I must have lost you there for a second. No worries. Um, pending enrollments do take one to two weeks to go through. Then, whenever you witness your- Okay. ... first payroll deduction, of the \$65.17 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce. Okay. Seven to 10 business days later, you'll receive all of your physical ID cards and policy information in the mail. Other than that, Kyle- Okay. ... is there anything else I can help you out with today? Um, no. That, that ex- that, that'll help me. Um, that's all I needed to do, is get enrolled, and I appreciate it. You're welcome. I think we're all set. I think, I think we're all set up now. Awesome. Well, you have a wonderful day, okay? Uh, you too. Thank you. Bye-bye. You're welcome. 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 and Our Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, uh, Justin? Uh, this is Kyle Wilson. Um, I'm calling to, uh, I guess, get enrolled, uh, for the benefits.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: Um, it's, it's at Accuforce.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: It's 5929.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Kyle?

Speaker speaker\_2: Yes. It's uh, 109 Krause Street. That's in Elizabethton, Tennessee, 37643.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: January 31st, 1988.

Speaker speaker\_1: And a good telephone number I have is 423-557-1877?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Okay. And the email I have is CowboyBilly3188@Yahoo?

Speaker speaker\_2: Yeah, that's right.

Speaker speaker\_1: Okay. So let's see here. Now, were you given a benefit guide through Accuforce by any chance, or no?

Speaker speaker\_2: Um, no. Uh, but I c- I called you all and, uh, I had something sent to my email and I went through it, and I picked out what I need and what I'm, what I'm go- what I've, what I'm gonna want.

Speaker speaker\_1: Okay. What were your elections?

Speaker speaker\_2: Um... Um, I went through it all, and, um, I'm wantin' to go with the VIP+. Um... Let me see here. Um... Of course, the dental, the disability, the life, vision, accident, the free Rx, and the diabetes program. The MEC tele- TeleRx. Where... And, uh... Those were my-

Speaker speaker\_1: Okay. So-

Speaker speaker\_2: ... what I was wantin' to get.

Speaker speaker\_1: Okay, so free Rx is actually included in the MEC TeleRx, um, so I don't need to elect free Rx for you.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Uh, but just to confirm, we have the VIP+, dental, short-term disability, term life, vision, group accident, the MEC TeleRx, and behavior health, all for employee only. Correct?

Speaker speaker\_2: That's correct. And, uh, is that diabetes program, is that in with the MEC TeleRx?

Speaker speaker\_1: Uh...

Speaker speaker\_2: I think it is.

Speaker speaker\_1: Let's see.

Speaker speaker\_2: I was just calling to make sure.

Speaker speaker\_1: Now, I do know that MEC TeleRx covers diabetes screenings.

Speaker speaker\_2: Yeah, that was a... Some- something on there about a diabetes program that I read.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I would be interested in that. Um, I did... I saw that on there.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I think that's in with the, in- with the MEC TeleRx, I think.

Speaker speaker\_1: Okay. Did you wanna add anything else, or did you wanna go ahead and process this enrollment?

Speaker speaker\_2: Um, we can go ahead and process. That, that's... Yeah, that's, uh, everything that I need.

Speaker speaker\_1: Okay. And just to confirm one more time, we have the VIP+, the MEC TeleRx, then we have dental, disability, term life, vision, group accident, and behavior health. Correct?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Okay, so doing all of those-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... will net you a total deduction of \$65.17 per week. We authorize Accuforce to make that deduction for you.

Speaker speaker\_2: Would that be 60... How you say? Uh... I guess, uh...

Speaker speaker\_1: \$65.17 a week.

Speaker speaker\_2: I might've added something on here that... I can't... Uh... I might've misjudged. I... Somehow I came up with \$75. I don't know what I've came up with here.

Speaker speaker\_1: Maybe 'cause of the free Rx?

Speaker speaker\_2: Oh, that's what it is. Yeah. I've, I've added that twice. That's what it was. Yeah, the free Rx.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, I think I added that twice. That's probably-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... what it is. So yeah, we'll, we'll, we'll go with what you got. Yours is probably correct. The 65... How much you say it was, 65?

Speaker speaker\_1: Yes, \$65.17.

Speaker speaker\_2: \$65.17. Okay.

Speaker speaker\_1: Okay. And who do you want-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... to put down as your beneficiary for the term life?

Speaker speaker\_2: Um... Let's see. I'll put my dad down.

Speaker speaker\_1: And his first name?

Speaker speaker\_2: Uh, his name's Carl, C-A-R-L Wilson.

Speaker speaker\_1: Awesome. Go. Parent. Okay, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction, of the \$65.17 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Kyle-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is there anything else I can help you out with today?

Speaker speaker\_2: Okay. Um, so, when would I be receiving those cards and stuff? Uh, would that be after my first paycheck? Are you there? Hello?

Speaker speaker\_1: Hello, can you hear me?

Speaker speaker\_2: Hey, I hear you now. Yeah, I must have lost you there for a second.

Speaker speaker\_1: No worries. Um, pending enrollments do take one to two weeks to go through. Then, whenever you witness your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... first payroll deduction, of the \$65.17 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Seven to 10 business days later, you'll receive all of your physical ID cards and policy information in the mail. Other than that, Kyle-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is there anything else I can help you out with today?

Speaker speaker\_2: Um, no. That, that ex- that, that'll help me. Um, that's all I needed to do, is get enrolled, and I appreciate it.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: I think we're all set. I think, I think we're all set up now.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Uh, you too. Thank you. Bye-bye.

Speaker speaker\_1: You're welcome. Bye-bye.