

Transcript: Justin

Mills-6625387135811584-6092906083041280

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, yes, my name is Eric Brooks and I was calling to enroll, um- Okay. ... In the- What's that staffing agency you work for? I work for Temp Staff. And the last four of your social? 7817. And for security purposes, could you verify your home address, including city, state and zip code, Eric? 201 Bradfield Road, Madison, Mississippi. Well it may say Glustat, Mississippi now. 39110. Okay, and confirm your date of birth? November 24th, 1970. And a good telephone number has a 601-951-5916. That's correct. And the email has apriladeer@gmail.com. Oh no, that's the wrong person. What's a good email for you? Eric, E-R-I-C, B as in boy, F as in Frank, 91 at gmail.com. At Gmail, okay. So let's see here. Now did you have an idea of what you wanted to be enrolled into through Temp Staff or no? Yes, yes. Okay. And what did you want to be enrolled in? I wanted the Vision for Family. Okay. And, uh, the Behavioral Health also, Family. Okay, so Vision and Behavioral Health for Employee Plus Family. Anything else? Yes. Okay, anything else? No, that's all. Okay, so doing those two for Employee Plus Family would make your total deductions \$10.73 per week, if you authorize Temp Staff to make that deduction for you? Uh, yes. All right, so I'm going to go ahead and save that. And then add your dependents down real quick. What's your spouse's first name? Tiffany, T-I-F-F-I-N-I Brooks. And do you have her social by any chance? I do not. I think I do- Okay. ... somewhere on my phone but I'm driving. No worries, so I can put in all zeros for now as a placeholder, um, but when you do have her social just give us a call back so we can add it to the coverage, okay? Uh, okay. And what's her date of birth? 4/2/77. 4/2/77, okay. And the first child? Kennedy, K-E-N-N-E-D-Y. Brooks. Same with the social, don't have it? Right. Okay. Email, and what's Kennedy's date of birth? 12/22/05. Okay. And is there another dependent? Yes, two more. Uh, Dylan Brooks, D-Y-L-A-N. Uh, let's see, child, and his social. Or his date of birth, my apologies. Date of birth is May 16th, 2002. Two, okay. And the last child? Kalli, K-A-L-L-I. Brooks. Zero, child, and their date of birth? Uh, 10/6, October 16th, 2013. 2013, okay. And that was the last dependent? Yes. Okay. Um, now I do want to 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 \$10.73 come off your paycheck, coverage begins the Monday we receive that deduction from Temp Staff. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Mr. Brooks, is there anything else I could assist you with today? Uh, no. And this is through... Is it through, like, Unum or is it Benefits and a Card, is it its own thing? Um, so no, the Behavioral Health would be through Lyric, and then your Vision's through MetLife. Oh, okay. Okay. All right. So- Anything else I can assist you with today? Uh, no, that'll be all. Awesome, well you have a wonderful day, okay, Eric? You too. Thanks. All right, bye-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: Hello, yes, my name is Eric Brooks and I was calling to enroll, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... In the-

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

Speaker speaker_1: I work for Temp Staff.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7817.

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

Speaker speaker_1: 201 Bradfield Road, Madison, Mississippi. Well it may say Glustat, Mississippi now. 39110.

Speaker speaker_0: Okay, and confirm your date of birth?

Speaker speaker_1: November 24th, 1970.

Speaker speaker_0: And a good telephone number has a 601-951-5916.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email has apriladeer@gmail.com.

Speaker speaker_1: Oh no, that's the wrong person.

Speaker speaker_0: What's a good email for you?

Speaker speaker_1: Eric, E-R-I-C, B as in boy, F as in Frank, 91 at gmail.com.

Speaker speaker_0: At Gmail, okay. So let's see here. Now did you have an idea of what you wanted to be enrolled into through Temp Staff or no?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay. And what did you want to be enrolled in?

Speaker speaker_1: I wanted the Vision for Family.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, the Behavioral Health also, Family.

Speaker speaker_0: Okay, so Vision and Behavioral Health for Employee Plus Family. Anything else?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, anything else?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Okay, so doing those two for Employee Plus Family would make your total deductions \$10.73 per week, if you authorize Temp Staff to make that deduction for you?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: All right, so I'm going to go ahead and save that. And then add your dependents down real quick. What's your spouse's first name?

Speaker speaker_1: Tiffany, T-I-F-F-I-N-I Brooks.

Speaker speaker_0: And do you have her social by any chance?

Speaker speaker_1: I do not. I think I do-

Speaker speaker_0: Okay.

Speaker speaker_1: ... somewhere on my phone but I'm driving.

Speaker speaker_0: No worries, so I can put in all zeros for now as a placeholder, um, but when you do have her social just give us a call back so we can add it to the coverage, okay?

Speaker speaker_1: Uh, okay.

Speaker speaker_0: And what's her date of birth?

Speaker speaker_1: 4/2/77.

Speaker speaker_0: 4/2/77, okay. And the first child?

Speaker speaker_1: Kennedy, K-E-N-N-E-D-Y.

Speaker speaker_0: Brooks. Same with the social, don't have it?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Email, and what's Kennedy's date of birth?

Speaker speaker_1: 12/22/05.

Speaker speaker_0: Okay. And is there another dependent?

Speaker speaker_1: Yes, two more. Uh, Dylan Brooks, D-Y-L-A-N.

Speaker speaker_0: Uh, let's see, child, and his social. Or his date of birth, my apologies.

Speaker speaker_1: Date of birth is May 16th, 2002.

Speaker speaker_0: Two, okay. And the last child?

Speaker speaker_1: Kalli, K-A-L-L-I.

Speaker speaker_0: Brooks. Zero, child, and their date of birth?

Speaker speaker_1: Uh, 10/6, October 16th, 2013.

Speaker speaker_0: 2013, okay. And that was the last dependent?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, now I do want to 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 \$10.73 come off your paycheck, coverage begins the Monday we receive that deduction from Temp Staff. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Mr. Brooks, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no. And this is through... Is it through, like, Unum or is it Benefits and a Card, is it its own thing?

Speaker speaker_0: Um, so no, the Behavioral Health would be through Lyric, and then your Vision's through MetLife.

Speaker speaker_1: Oh, okay. Okay. All right. So-

Speaker speaker_0: Anything else I can assist you with today?

Speaker speaker_1: Uh, no, that'll be all.

Speaker speaker_0: Awesome, well you have a wonderful day, okay, Eric?

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.