

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling the benefits and the current decision. How can I help you? Hi. Good afternoon. Uh, I have applied for, uh, the benefits and I was wondering, uh, I didn't include my wife. I wanted to know if I can include her. And hopefully there's not an increase. My name is Michael King. Which staffing company do you work for? The Resource. All right. For security purposes, can you verify your address and date of birth for me? 1325 North Main Street, Apartment B, uh, Winston-Salem, North Carolina 27105, April 26, 1966. Yeah. So we got your phone number at 848-6650. That's correct. And your email is mikemking8831@gmail.com. 88311, yeah. All right. So you wanted to add her to your dental life, vision, and medical? Yeah. Okay. The same thing that I have. I understand. So, it will go up a little bit. Okay. So let's see, the classic is \$18.55, which is you... Which you and a spouse, it'd be \$35.76. Okay. And then the dental... Dental goes up from \$338 to \$650. What is the total weekly? That's all I need to know. Give me one moment. The combined total. Well, uh, all four plans, it'll be \$48.64. A week? Yes, ma'am. Okay. That's 200 a month. All right. And can I- Are you saying I can continue? Go ahead. Yes, continue. Yes. Okay. And I can... Can I take her off anytime that I want? Because her plan is gonna kick in, in February. Would I be able to, you know, take her off in February? Yes, sir. You're able to down- downgrade at any time, you just won't be able to add at any time. Oh, okay. Great. Okay. So I do need her first name, last name, social security, and date of birth. Okay. Greta, G-R-E-T-A, King. G-R-E-T-A? Yeah. And the same last name, social? 239-15-8831. You said 239-15-8831? 239-15-8831. Yes. And date of birth? 3/13/67. Yeah. All right. So I do need a beneficiary for your life insurance policy. Will it be her as well? Yeah, for me it'll be her, and for her, it'll be me. All right. So we wouldn't be... She would have to call her staffing company and put in hers. We wouldn't be able to do it from our end. Okay. I mean, not the staffing company, the carrier. She would have to call the carrier and put in hers. We wouldn't be able to do that from our end. Okay. So you have me and you have her as my beneficiary, but I wouldn't be able to put my name for her unless she calls in? Yes. Okay, great. All right. Would you have that number, or? It would be American Public Life. I can give you their number whenever you're ready. American... Just a second. Let me... American Public Life. American Public Life. Okay. And that number is? 1-800- Uh, 18... I got it. 1-800- 256- 256- 8606. 8606. And you want to hit option- American Public Life. You're gonna hit option- Huh? You're gonna hit option 4 to speak with a representative. Okay. No problem. Got it. Okay. What else? That'd be it. That'll be it. All right. So she's included. Oh, now, um, you had said something before about the card. You said, when do I... When it, when it's a first... That when I receive the first deduction, then I can call for the card? Yeah. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one

to two weeks from the activation date. And I would have to request it? Yes, for a physical- It doesn't automatically go- For a physical, for a physical medical card, you have to request it. And also, so just to let you know that y- your last coverage that you did get enrolled in had already been sent to be processed. So, it is possible to see deductions with that regular coverage just by yourself. And now that you added your spouse, it'll take another two weeks for those changes to happen. Right. Understood. All right. Well, thank you very much. No problem, Mr. King. Was there anything else I can help you with today? No, sir. You have a wonderful day. You too. Thank you. Yep.

Conversation Format

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

Speaker speaker_1: Thanks for calling the benefits and the current decision. How can I help you?

Speaker speaker_2: Hi. Good afternoon. Uh, I have applied for, uh, the benefits and I was wondering, uh, I didn't include my wife. I wanted to know if I can include her. And hopefully there's not an increase. My name is Michael King.

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_2: The Resource.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1325 North Main Street, Apartment B, uh, Winston-Salem, North Carolina 27105, April 26, 1966.

Speaker speaker_1: Yeah. So we got your phone number at 848-6650.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email is mikemking8831@gmail.com.

Speaker speaker_2: 88311, yeah.

Speaker speaker_1: All right. So you wanted to add her to your dental life, vision, and medical?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: The same thing that I have.

Speaker speaker_1: I understand. So, it will go up a little bit.

Speaker speaker_2: Okay.

Speaker speaker_1: So let's see, the classic is \$18.55, which is you... Which you and a spouse, it'd be \$35.76.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the dental... Dental goes up from \$338 to \$650.

Speaker speaker_2: What is the total weekly? That's all I need to know.

Speaker speaker_1: Give me one moment.

Speaker speaker_2: The combined total.

Speaker speaker_1: Well, uh, all four plans, it'll be \$48.64.

Speaker speaker_2: A week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. That's 200 a month. All right. And can I-

Speaker speaker_1: Are you saying I can continue? Go ahead.

Speaker speaker_2: Yes, continue. Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And I can... Can I take her off anytime that I want? Because her plan is gonna kick in, in February. Would I be able to, you know, take her off in February?

Speaker speaker_1: Yes, sir. You're able to down- downgrade at any time, you just won't be able to add at any time.

Speaker speaker_2: Oh, okay. Great.

Speaker speaker_1: Okay. So I do need her first name, last name, social security, and date of birth.

Speaker speaker_2: Okay. Greta, G-R-E-T-A, King.

Speaker speaker_1: G-R-E-T-A?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the same last name, social?

Speaker speaker_2: 239-15-8831.

Speaker speaker_1: You said 239-15-8831?

Speaker speaker_2: 239-15-8831. Yes.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 3/13/67.

Speaker speaker_1: Yeah. All right. So I do need a beneficiary for your life insurance policy. Will it be her as well?

Speaker speaker_2: Yeah, for me it'll be her, and for her, it'll be me.

Speaker speaker_1: All right. So we wouldn't be... She would have to call her staffing company and put in hers. We wouldn't be able to do it from our end.

Speaker speaker_2: Okay.

Speaker speaker_1: I mean, not the staffing company, the carrier. She would have to call the carrier and put in hers. We wouldn't be able to do that from our end.

Speaker speaker_2: Okay. So you have me and you have her as my beneficiary, but I wouldn't be able to put my name for her unless she calls in?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, great. All right. Would you have that number, or?

Speaker speaker_1: It would be American Public Life. I can give you their number whenever you're ready.

Speaker speaker_2: American... Just a second. Let me...

Speaker speaker_1: American Public Life.

Speaker speaker_2: American Public Life. Okay. And that number is?

Speaker speaker_1: 1-800-

Speaker speaker_2: Uh, 18... I got it. 1-800-

Speaker speaker_1: 256-

Speaker speaker_2: 256-

Speaker speaker_1: 8606.

Speaker speaker_2: 8606.

Speaker speaker_1: And you want to hit option-

Speaker speaker_2: American Public Life.

Speaker speaker_1: You're gonna hit option-

Speaker speaker_2: Huh?

Speaker speaker_1: You're gonna hit option 4 to speak with a representative.

Speaker speaker_2: Okay. No problem. Got it. Okay. What else?

Speaker speaker_1: That'd be it.

Speaker speaker_2: That'll be it. All right. So she's included. Oh, now, um, you had said something before about the card. You said, when do I... When it, when it's a first... That when I receive the first deduction, then I can call for the card?

Speaker speaker_1: Yeah. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker_2: And I would have to request it?

Speaker speaker_1: Yes, for a physical-

Speaker speaker_2: It doesn't automatically go-

Speaker speaker_1: For a physical, for a physical medical card, you have to request it. And also, so just to let you know that y- your last coverage that you did get enrolled in had already been sent to be processed. So, it is possible to see deductions with that regular coverage just by yourself. And now that you added your spouse, it'll take another two weeks for those changes to happen.

Speaker speaker_2: Right. Understood. All right. Well, thank you very much.

Speaker speaker_1: No problem, Mr. King. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: Yep.