

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... This is ... How may I help you? Uh, yeah. I wanted to add my partner to my benefits. You say you want information on the benefits? No, no, no. I wanted to add my, my, my partner to my benefits. Oh. Okay, no problem. May I have the last four digits of your social and the staffing agency you work for? Uh, the last four digits of my social are 6803, and I work for Partners Personnel. Can you repeat the last four, please? 6803. Thank you for the information. And your first and last name, sir? Nicholas Thompson. Mr. Thompson, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. It's 2703 Alexander Road. That's in Atwater, Ohio 44201. Thank you. We have a phone number on file. 330-554-4324. Yeah, that's mine. And your email. ThompsonHomeImprovements- Thompson- ... Ltd@gmail.com? Yes, that's correct. Okay. So you want to add her to your vision and dental plan? Yeah, and I would like to do the medical as well. Which medical plan? Um, give me one second. Look at the, uh, the tiers. Is it okay if I put you on hold for like 30 seconds? Yeah. Okay, thank you. Not the last tier, but the one up from that. You mean the VIP Standard? Uh, the VIP Standard. How much is that a month- It's what- ... for me and...? It's weekly and for you and your spouse, it's \$33.50. Plus the dental and vision- Per month? ... you already have. No, you pay for your benefits weekly. Okay, so it's pay weekly. So, \$33 for each of us per paycheck? No. No, for... Okay. So, let's say if we do the VIP Standard Dental and Vision for you and your spouse, the total will be \$44.84. That's health, dental and vision? Yeah. Adding with them. Pardon me? Yes, 44.84 with dental and vision as well, for both of you. 44.84, you're saying dental and vision. Is that health as well? Yes, sir. Okay. Okay. Um, yeah. I mean, that doesn't sound bad at all. We'll go ahead and do that. Okay. Okay. It'll basically give me \$100 a month for her stuff, I think. So, since the... if your enrollment for dental and vision for you was already sent, you may want to ... okay. They told me I could add her within the first- Yeah. ... 30 days whenever, if I wanted to. Mm-hmm. Yeah. Okay. Question... Three. Okay. So- Just need to add... Hey. So now, the vision and dental for you, it will start first and then the, the rest of plan, it will take effect, um, let's see. 'Cause I haven't, um, seen it come out of my paychecks yet, and they said I'll see it- No, yes. ... come out of my paychecks. But the dental and vision will go, will come in effect first. Just for you. And then, um, it takes about three to three weeks for the rest of the plan to come in effect. Um... So, should be in effect by the end of the month? Yes, most likely, yes. For both of us? Hmm, no. For you, the dental and vision will be in effect as soon as we receive the per- the premium for \$5.78 the following Monday. Now, the new enrollment, which add the medical and adding your spouse to the dental, it will be active by the end of the month, most likely. Okay. I'll go ahead and let her know. Okay. And may I have your- And then I- ... spouse's first name? Yeah. It's Madeline, M-A-D-E-L-I-N-E. Same last name? Sutton, S-U-T-T-O-N. S-U-T-T-O-N. By any chance, you have her social? Yeah. Yeah, I got it at the

house. Let me get in there real quick for you, just give me one sec. 298-94-6015. What's up, Matthew? Can you repeat it for me? Yep. 298-94-6015. 015. All right. And her date of birth? Um, it is, 8 August 9th, 1992. Okay. Like I said, the benefits will start the following Monday after we receive the premium, um, from your employer. ID cards take seven to 10 business days to arrive. Okay. Any questions for Insurance Dispenser? No, ma'am. All right. Thank you for giving us a call. Have a great rest of the day, sir. Thanks. You too. I appreciate it.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... This is ... How may I help you?

Speaker speaker_1: Uh, yeah. I wanted to add my partner to my benefits.

Speaker speaker_0: You say you want information on the benefits?

Speaker speaker_1: No, no, no. I wanted to add my, my, my partner to my benefits.

Speaker speaker_0: Oh. Okay, no problem. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker_1: Uh, the last four digits of my social are 6803, and I work for Partners Personnel.

Speaker speaker_0: Can you repeat the last four, please?

Speaker speaker_1: 6803.

Speaker speaker_0: Thank you for the information. And your first and last name, sir?

Speaker speaker_1: Nicholas Thompson.

Speaker speaker_0: Mr. Thompson, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: It's 2703 Alexander Road. That's in Atwater, Ohio 44201.

Speaker speaker_0: Thank you. We have a phone number on file. 330-554-4324.

Speaker speaker_1: Yeah, that's mine.

Speaker speaker_0: And your email. ThompsonHomeImprovements-

Speaker speaker_1: Thompson-

Speaker speaker_0: ... Ltd@gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. So you want to add her to your vision and dental plan?

Speaker speaker_1: Yeah, and I would like to do the medical as well.

Speaker speaker_0: Which medical plan?

Speaker speaker_1: Um, give me one second. Look at the, uh, the tiers. Is it okay if I put you on hold for like 30 seconds?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, thank you. Not the last tier, but the one up from that.

Speaker speaker_0: You mean the VIP Standard?

Speaker speaker_1: Uh, the VIP Standard. How much is that a month-

Speaker speaker_0: It's what-

Speaker speaker_1: ... for me and...?

Speaker speaker_0: It's weekly and for you and your spouse, it's \$33.50. Plus the dental and vision-

Speaker speaker_1: Per month?

Speaker speaker_0: ... you already have. No, you pay for your benefits weekly.

Speaker speaker_1: Okay, so it's pay weekly. So, \$33 for each of us per paycheck?

Speaker speaker_0: No. No, for... Okay. So, let's say if we do the VIP Standard Dental and Vision for you and your spouse, the total will be \$44.84.

Speaker speaker_1: That's health, dental and vision?

Speaker speaker_0: Yeah. Adding with them.

Speaker speaker_1: Pardon me?

Speaker speaker_0: Yes, 44.84 with dental and vision as well, for both of you.

Speaker speaker_1: 44.84, you're saying dental and vision. Is that health as well?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. Um, yeah. I mean, that doesn't sound bad at all. We'll go ahead and do that.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: It'll basically give me \$100 a month for her stuff, I think.

Speaker speaker_0: So, since the... if your enrollment for dental and vision for you was already sent, you may want to ... okay.

Speaker speaker_1: They told me I could add her within the first-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... 30 days whenever, if I wanted to.

Speaker speaker_0: Mm-hmm. Yeah. Okay.

Speaker speaker_1: Question... Three.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Just need to add... Hey.

Speaker speaker_0: So now, the vision and dental for you, it will start first and then the, the rest of plan, it will take effect, um, let's see.

Speaker speaker_1: 'Cause I haven't, um, seen it come out of my paychecks yet, and they said I'll see it-

Speaker speaker_0: No, yes.

Speaker speaker_1: ... come out of my paychecks.

Speaker speaker_0: But the dental and vision will go, will come in effect first. Just for you. And then, um, it takes about three to three weeks for the rest of the plan to come in effect. Um...

Speaker speaker_1: So, should be in effect by the end of the month?

Speaker speaker_0: Yes, most likely, yes.

Speaker speaker_1: For both of us?

Speaker speaker_0: Hmm, no. For you, the dental and vision will be in effect as soon as we receive the per- the premium for \$5.78 the following Monday. Now, the new enrollment, which add the medical and adding your spouse to the dental, it will be active by the end of the month, most likely.

Speaker speaker_1: Okay. I'll go ahead and let her know.

Speaker speaker_0: Okay. And may I have your-

Speaker speaker_1: And then I-

Speaker speaker_0: ... spouse's first name?

Speaker speaker_1: Yeah. It's Madeline, M-A-D-E-L-I-N-E.

Speaker speaker_0: Same last name?

Speaker speaker_1: Sutton, S-U-T-T-O-N.

Speaker speaker_0: S-U-T-T-O-N. By any chance, you have her social?

Speaker speaker_1: Yeah. Yeah, I got it at the house. Let me get in there real quick for you, just give me one sec. 298-94-6015. What's up, Matthew?

Speaker speaker_0: Can you repeat it for me?

Speaker speaker_1: Yep. 298-94-6015.

Speaker speaker_0: 015. All right. And her date of birth?

Speaker speaker_1: Um, it is, 8 August 9th, 1992.

Speaker speaker_0: Okay. Like I said, the benefits will start the following Monday after we receive the premium, um, from your employer. ID cards take seven to 10 business days to arrive.

Speaker speaker_1: Okay.

Speaker speaker_0: Any questions for Insurance Dispenser?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Thanks. You too. I appreciate it.