

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hey, yes, I just heard a voicemail left for me. Um, I guess I'm needing to add my spouse's information so I can have the spouse, employee and spouse, uh, insurance. Okay, and what's the name of the staffing agency you work for? Uh, Doherty. Okay. May I have the last four digits of your Social? 6215. 6215. And your first and last name? Savannah Whitaker. Savannah Gray. Can you please, um, verify your complete address and date of birth for security reasons and to make sure I am in the correct file? Yeah, it's, uh, 201 Sheridan Street, Garvin, Minnesota. Um, and my... You need my date of birth? Yes, ma'am. 02/27/'98. Um, thank you for that information. We have a phone number on file 507-514-2762. Yeah. And your email is your first name.last name, right 18@gmail.com? Yes. Okay, let's see. So you need to add your spouse. Yeah, because I had put him... uh, I did, uh, employee and, and spouse for my insurance stuff. Perfect. um, is what you have. Because I had it set up for employee and spouse, but I guess I didn't put his information in there. Yeah, so it just go... it automatically put you as the employee only. Yeah. Let me get this. All right, VIP Standard, Free Rx, Dental, Long Term Disability is only for you. Medical Evidence, Vision, Life, Group Accident. Yeah, I don't want... the only thing that I did not put spouse on was the health. Um, everything else that I could put spouse I did for him. Okay, so the only one that you don't want for him is the health? Yep. Okay. So everything else will be for you and him? Yep. Okay. So I'm gonna go over them just to make sure I have it correct. So we have the VIP Standard, which is your medical just for you. Then we have the Free Rx, that's dental, life, vision, critical illness, accident, behavioral, behavioral health and ID extra for you and your spouse. Short Term Dis- Disability is only for employee. Yep. And your premium will be \$50 with 50 cents per paycheck. Yep. Okay. All right, so the benefits will start the following Monday after we receive the first premium from your employer. Then, um, your ID card will arrive within seven to 10 days. Your actual medical card will be emailed to you. If you need a physical card, uh, after the benefits are active, you could give us a call and we could request one for you. Uh- Now I'm gonna need the first name of your spouse. Jordan. Last name? Seaton, it's S-E-A-T-O-N. SE... I'm so sorry, can you repeat that for me? Yeah, it's S-E-A-T-O-N. Okay. By any chance you have his Social? I don't. Okay, no problem. And, um, and his date of birth? Uh, 09/20/'95. All right, whenever you get a chance, you could give us a call and provide his Social. Okay. All right, if you have any other questions. I don't, is that all, only thing I need is his Social left? Yes, but, um, that won't prevent for the benefits to go, move forward. So whenever- Okay. ... you get a chance, give us a call. Okay, I can do that. Hey, anything else I could do for you, ma'am? Uh, no, thank you. All right, thank you for giving us a call today. Have a great rest of the day. You too. Bye. Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, yes, I just heard a voicemail left for me. Um, I guess I'm needing to add my spouse's information so I can have the spouse, employee and spouse, uh, insurance.

Speaker speaker_1: Okay, and what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Doherty.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 6215.

Speaker speaker_1: 6215. And your first and last name?

Speaker speaker_2: Savannah Whitaker.

Speaker speaker_1: Savannah Gray. Can you please, um, verify your complete address and date of birth for security reasons and to make sure I am in the correct file?

Speaker speaker_2: Yeah, it's, uh, 201 Sheridan Street, Garvin, Minnesota. Um, and my... You need my date of birth?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 02/27/'98.

Speaker speaker_1: Um, thank you for that information. We have a phone number on file 507-514-2762.

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is your first name.last name, right 18@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, let's see. So you need to add your spouse.

Speaker speaker_2: Yeah, because I had put him... uh, I did, uh, employee and, and spouse for my insurance stuff.

Speaker speaker_1: Perfect. um, is what you have.

Speaker speaker_2: Because I had it set up for employee and spouse, but I guess I didn't put his information in there.

Speaker speaker_1: Yeah, so it just go... it automatically put you as the employee only.

Speaker speaker_2: Yeah.

Speaker speaker_1: Let me get this. All right, VIP Standard, Free Rx, Dental, Long Term Disability is only for you. Medical Evidence, Vision, Life, Group Accident.

Speaker speaker_2: Yeah, I don't want... the only thing that I did not put spouse on was the health. Um, everything else that I could put spouse I did for him.

Speaker speaker_1: Okay, so the only one that you don't want for him is the health?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So everything else will be for you and him?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So I'm gonna go over them just to make sure I have it correct. So we have the VIP Standard, which is your medical just for you. Then we have the Free Rx, that's dental, life, vision, critical illness, accident, behavioral, behavioral health and ID extra for you and your spouse. Short Term Dis- Disability is only for employee.

Speaker speaker_2: Yep.

Speaker speaker_1: And your premium will be \$50 with 50 cents per paycheck.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. All right, so the benefits will start the following Monday after we receive the first premium from your employer. Then, um, your ID card will arrive within seven to 10 days. Your actual medical card will be emailed to you. If you need a physical card, uh, after the benefits are active, you could give us a call and we could request one for you.

Speaker speaker_2: Uh-

Speaker speaker_1: Now I'm gonna need the first name of your spouse.

Speaker speaker_2: Jordan.

Speaker speaker_1: Last name?

Speaker speaker_2: Seaton, it's S-E-A-T-O-N.

Speaker speaker_1: SE... I'm so sorry, can you repeat that for me?

Speaker speaker_2: Yeah, it's S-E-A-T-O-N.

Speaker speaker_1: Okay. By any chance you have his Social?

Speaker speaker_2: I don't.

Speaker speaker_1: Okay, no problem. And, um, and his date of birth?

Speaker speaker_2: Uh, 09/20/'95.

Speaker speaker_1: All right, whenever you get a chance, you could give us a call and provide his Social.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, if you have any other questions.

Speaker speaker_2: I don't, is that all, only thing I need is his Social left?

Speaker speaker_1: Yes, but, um, that won't prevent for the benefits to go, move forward. So whenever-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you get a chance, give us a call.

Speaker speaker_2: Okay, I can do that.

Speaker speaker_1: Hey, anything else I could do for you, ma'am?

Speaker speaker_2: Uh, no, thank you.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Okay.