

Transcript: Pamela

Blanc-5409009722376192-6650538227056640

Full Transcript

Thank you for calling Benefits 10 o'clock. This is Emily speaking, how may I help you? Um, hi. I was just calling, um, to enroll in benefits. Uh, I work with Surge. Can I have the last four digits of your Social? Uh, 1882. And your first and last name? Uh, Marci, M-A-R-C-I. Hackett, H-A-C-K-E-T-T. Ms. Hackett, for security reasons- Yes. ... just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. It's, uh, 270 Russell Road, Jackson, Tennessee, 38301, and then 2/8/96 for the birthday. We have a phone number of 5731-780-7617. And your email is your first name-lene12@hotmail.com? That's correct. All right. Okay. All right. And you said you want to enroll... That is correct. All right. And what's the name, um... Do you know what plan would you like to enroll to? Um, I think the VIP Classic. That's kind of the highest coverage one that you have, correct? Yes. Okay. Yeah. And that will be for employee only? Yes. Okay. Is there anything besides the VIP Classic? Um, yeah, I'd also like the vision and dental. Um... Okay. Yeah, I would... And the behavioral health as well. Behavioral health, all right. So, we have so far VIP Classic, dental, vision and behavioral health. Yeah. And also the short-term dis- disability, and that should be enough. Okay, short-term. So, the total is \$31.96 for a paycheck. Okay. Your benefits will start the following Monday, after we receive the first premium from your employer. Then your ID card will generate in the system and will be mailed out to you within seven to ten business days after the benefits are active. Okay. Okay. Anything else I can do for you, ma'am? Um, no, I think that's it. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. You too. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. This is Emily speaking, how may I help you?

Speaker speaker_1: Um, hi. I was just calling, um, to enroll in benefits. Uh, I work with Surge.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: Uh, 1882.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Marci, M-A-R-C-I. Hackett, H-A-C-K-E-T-T.

Speaker speaker_0: Ms. Hackett, for security reasons-

Speaker speaker_1: Yes.

Speaker speaker_0: ... just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. It's, uh, 270 Russell Road, Jackson, Tennessee, 38301, and then 2/8/96 for the birthday.

Speaker speaker_0: We have a phone number of 5731-780-7617. And your email is your first name-lene12@hotmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. Okay. All right. And you said you want to enroll...

Speaker speaker_1: That is correct.

Speaker speaker_0: All right. And what's the name, um... Do you know what plan would you like to enroll to?

Speaker speaker_1: Um, I think the VIP Classic. That's kind of the highest coverage one that you have, correct?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: And that will be for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Is there anything besides the VIP Classic?

Speaker speaker_1: Um, yeah, I'd also like the vision and dental. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I would... And the behavioral health as well.

Speaker speaker_0: Behavioral health, all right. So, we have so far VIP Classic, dental, vision and behavioral health.

Speaker speaker_1: Yeah. And also the short-term dis- disability, and that should be enough.

Speaker speaker_0: Okay, short-term. So, the total is \$31.96 for a paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Your benefits will start the following Monday, after we receive the first premium from your employer. Then your ID card will generate in the system and will be mailed out to you within seven to ten business days after the benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Anything else I can do for you, ma'am?

Speaker speaker_1: Um, no, I think that's it. Thank you so much.

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

Speaker speaker_1: You too. Thanks. Bye-bye.