

Transcript: Pamela

Blanc-5582678626058240-6088537122717696

Full Transcript

... still. Thank you for calling Benefits in a Car. How may I help you? Yes, ma'am, hold on just so I can do it. I'm at work. I'm gonna try to get where I hear it better. I'm sorry. Can you hear me now? Yes, sir. Okay. Uh, what did you ask me when I called? I couldn't hear you. Oh, I said my name is Pamela, and thank you for calling Benefits in a Car. How may I help you? Okay. Yes, ma'am. I got benefits through a temp agency named Surge. And we had to call, call and, and either opt in or out on insurance. Okay. Um... You wanna opt out, or would you like to enroll? Well, I have a question about it. Can we still take out, like, vision and hearing and, uh, anything else that we want to if we don't take the health insurance? Or do you have to take the health insurance? Yes. Uh- You can't take it out without- No, no, no, no, no. You don't have to enrolled in the health insurance to get dental or vision. Okay, that's what I wanna do. I wanna opt out on the health insurance, but I still wanna get vision and dental if I can. Okay. And what's the last four digits of your Social? Uh, 0581. 0581. Your first and last name, sir? Scott Brown. Can you repeat your last name for me, please? Brown. B-R-O-W-N. All right. Thank you. Mr. Brown, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My date of birth is 12/8/67. My address is 169 Camargo Way, Conetquot, Mississippi. Is your zip code 8-38863? Yes, ma'am. It is. I forgot to give you this. All right, and we have a phone number of 419-8966. Yeah. And your email is scottbrown86190@gmail.com. That's right. Both of them, right. All right. Okay, so the dental for employee only is \$4.17, and the vision is \$2.15. Okay. Can I do family on both of those? Yes. For the family- Okay. ... for dental, it is \$16.58. And for the vision, it's \$7.62. Okay. Right. Okay. I wanna do family on both of them. So the total will be \$24.20 for paychecks. Okay. Um- I got one more question before we get finished . Okay. Go ahead, sir. Uh, uh, what about, uh, term life insurance? What's, what's the most I can take out on, on maybe- For life insurance, they only have, uh, one tier which is \$28,000. How much is that a week? Uh, life is... For the whole family or just you? Uh, just me, yeah. \$1.07. Okay. What about me and, let's see, that'd be fine, just do it on me. That'd be 25? Yes, sir. Okay, just do it on me. Hold on one second. Let me... So yeah, the tot- the total's \$25.27. Okay, that's fine. All right. Okay, so the benefits will start the following Monday after you receive the- after we receive the first premium from your employer. Now I'm gonna need your spouse first name. Beirdre, B-E-I-R-D-R-E. All right. I see- That's for our benefits, Beirdre. And her last name, same? What? Same last name? Brown? Yeah, same last name, Brown. Okay. By any chance you have her Social? I do not, ma'am. I sure don't. I didn't think about it. No problem. And her date of birth? So 12/28/68. Okay. Uh, now the child. Oh, okay. I got two ch- I got two children. No problem. Oh, I'm just cur- well, how come we're doing this? I mean, why you need my information on them? What was that, sir? I said, uh, why, why do you need the information on, on them? Is it 'cause of the family dental and health? I mean, I need dental

and vision. It's the company's policy, the carrier, sir. They request that information. But... Yes, I mean, it's, but it's for the dental and vision information? Is that what we're doing? Yeah. Unfortunately, they ask for it. Okay, okay. That's fine. I just wondered why. Yeah. Okay. I understand. Okay, what's the first name of the child, their first child? Uh, his first name's Richard.... Brown as well? Yeah, Richard Cole Brown's his whole name. I don't know if he make a dollar or not. All right. And down there. And his date of birth? That isn't, that says May the 17th, 2000. 5:17, I guess. 9/17/2000? 5:17. Oh, 5/17. Yeah. And the next guy? Yeah, I have one named Elijah Cave Brown. Can you spell his first name? E-L-I-J-A-H, I think, is how you spell this. Elijah Cave, C-A-V-E, Brown. We call both one of them Cole, and the other one Cave. Okay. And let's see. And a date of birth? Uh, 8-29-2005. Okay. All right. All right. So like I said, the benefits will be, um, active the following Monday after we receive the first premium. Then your- Yeah, you know what- ... ID card will be arriving- Go ahead. Excuse me? I said you go ahead, I'm sorry. Go ahead. No problem. So you will receive your ID card, um, within seven to 10 days to the address we have on file, um, after the benefits are active. Okay. All right. Uh, so probably be a couple of weeks before it goes into effect, is that what you're saying? Mm-hmm, yes. If everything goes out, um, and the information is processed by SERS on time, you sh- your benefits should most likely will be active from the 26th. But like I said, we need to receive their premium from them before they become effective. Okay. Oh, I wanted to ask you, yeah, what on the beneficiary for my life insurance, have you put somebody down for it? I... Yes, I was about to ask you that, just give me one second. Okay. All right. And who would you want that to be? Can you put my wife and kids both on it, or my wife first and then something happens to both of us, my kids get it? We could, if you would like, we could do 50 for your spouse, and then 25 and 25 for the kids. That'd be fine, yeah. Brown. Let's see. Then we have, um, Daryl A. Brown. Daryl. Okay. Is there anything else I can do for you, sir? Uh, what, uh, what, what's, what's the name of the vision and dental? The same name, or is it two different insurance companies? Two different ones for vision. It will be MetLife. Okay. And for the dental will be APL. APL. American Public Life. Okay, okay. All righty. Might be, maybe that's all I need. All right, thank you. Because I don't have health insurance. Right. Thank you for giving us a call today. Have a great rest of the day, sir. Hey, hey, hey, you got me down often now on the health insurance, right? Yes. Okay, okay. Well, I appreciate it. Thank you, ma'am. Thank you for giving us a call, sir. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: ... still. Thank you for calling Benefits in a Car. How may I help you?

Speaker speaker_1: Yes, ma'am, hold on just so I can do it. I'm at work. I'm gonna try to get where I hear it better. I'm sorry. Can you hear me now?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Uh, what did you ask me when I called? I couldn't hear you.

Speaker speaker_0: Oh, I said my name is Pamela, and thank you for calling Benefits in a Car. How may I help you?

Speaker speaker_1: Okay. Yes, ma'am. I got benefits through a temp agency named Surge. And we had to call, call and, and either opt in or out on insurance.

Speaker speaker_0: Okay. Um... You wanna opt out, or would you like to enroll?

Speaker speaker_1: Well, I have a question about it. Can we still take out, like, vision and hearing and, uh, anything else that we want to if we don't take the health insurance? Or do you have to take the health insurance?

Speaker speaker_0: Yes. Uh-

Speaker speaker_1: You can't take it out without-

Speaker speaker_0: No, no, no, no, no. You don't have to enrolled in the health insurance to get dental or vision.

Speaker speaker_1: Okay, that's what I wanna do. I wanna opt out on the health insurance, but I still wanna get vision and dental if I can.

Speaker speaker_0: Okay. And what's the last four digits of your Social?

Speaker speaker_1: Uh, 0581.

Speaker speaker_0: 0581. Your first and last name, sir?

Speaker speaker_1: Scott Brown.

Speaker speaker_0: Can you repeat your last name for me, please?

Speaker speaker_1: Brown. B-R-O-W-N.

Speaker speaker_0: All right. Thank you. Mr. Brown, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: My date of birth is 12/8/67. My address is 169 Camargo Way, Conetquot, Mississippi.

Speaker speaker_0: Is your zip code 8- 38863?

Speaker speaker_1: Yes, ma'am. It is. I forgot to give you this.

Speaker speaker_0: All right, and we have a phone number of 419-8966.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your email is scottbrown86190@gmail.com.

Speaker speaker_1: That's right. Both of them, right.

Speaker speaker_0: All right. Okay, so the dental for employee only is \$4.17, and the vision is \$2.15.

Speaker speaker_1: Okay. Can I do family on both of those?

Speaker speaker_0: Yes. For the family-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for dental, it is \$16.58. And for the vision, it's \$7.62.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Okay.

Speaker speaker_1: I wanna do family on both of them.

Speaker speaker_0: So the total will be \$24.20 for paychecks.

Speaker speaker_1: Okay.

Speaker speaker_0: Um-

Speaker speaker_1: I got one more question before we get finished .

Speaker speaker_0: Okay. Go ahead, sir.

Speaker speaker_1: Uh, uh, what about, uh, term life insurance? What's, what's the most I can take out on, on maybe-

Speaker speaker_0: For life insurance, they only have, uh, one tier which is \$28,000.

Speaker speaker_1: How much is that a week?

Speaker speaker_0: Uh, life is... For the whole family or just you?

Speaker speaker_1: Uh, just me, yeah.

Speaker speaker_0: \$1.07.

Speaker speaker_1: Okay. What about me and, let's see, that'd be fine, just do it on me. That'd be 25?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, just do it on me.

Speaker speaker_0: Hold on one second. Let me... So yeah, the tot- the total's \$25.27.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. Okay, so the benefits will start the following Monday after you receive the- after we receive the first premium from your employer. Now I'm gonna need your spouse first name.

Speaker speaker_1: Beirdre, B-E-I-R-D-R-E.

Speaker speaker_0: All right. I see-

Speaker speaker_1: That's for our benefits, Beirdre.

Speaker speaker_0: And her last name, same?

Speaker speaker_1: What?

Speaker speaker_0: Same last name?

Speaker speaker_1: Brown? Yeah, same last name, Brown.

Speaker speaker_0: Okay. By any chance you have her Social?

Speaker speaker_1: I do not, ma'am. I sure don't. I didn't think about it.

Speaker speaker_0: No problem. And her date of birth?

Speaker speaker_1: So 12/28/'68.

Speaker speaker_0: Okay. Uh, now the child.

Speaker speaker_1: Oh, okay. I got two ch- I got two children.

Speaker speaker_0: No problem.

Speaker speaker_1: Oh, I'm just cur- well, how come we're doing this? I mean, why you need my information on them?

Speaker speaker_0: What was that, sir?

Speaker speaker_1: I said, uh, why, why do you need the information on, on them? Is it 'cause of the family dental and health? I mean, I need dental and vision.

Speaker speaker_0: It's the company's policy, the carrier, sir. They request that information.

Speaker speaker_1: But... Yes, I mean, it's, but it's for the dental and vision information? Is that what we're doing?

Speaker speaker_0: Yeah. Unfortunately, they ask for it.

Speaker speaker_1: Okay, okay. That's fine. I just wondered why.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: I understand. Okay, what's the first name of the child, their first child?

Speaker speaker_1: Uh, his first name's Richard.

Speaker speaker_0: ... Brown as well?

Speaker speaker_1: Yeah, Richard Cole Brown's his whole name. I don't know if he make a dollar or not.

Speaker speaker_0: All right. And down there. And his date of birth?

Speaker speaker_1: That isn't, that says May the 17th, 2000. 5:17, I guess.

Speaker speaker_0: 9/17/2000?

Speaker speaker_1: 5:17.

Speaker speaker_0: Oh, 5/17.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the next guy?

Speaker speaker_1: Yeah, I have one named Elijah Cave Brown.

Speaker speaker_0: Can you spell his first name?

Speaker speaker_1: E-L-I-J-A-H, I think, is how you spell this. Elijah Cave, C-A-V-E, Brown. We call both one of them Cole, and the other one Cave.

Speaker speaker_0: Okay. And let's see. And a date of birth?

Speaker speaker_1: Uh, 8-29-2005.

Speaker speaker_0: Okay. All right.

Speaker speaker_2: All right.

Speaker speaker_0: So like I said, the benefits will be, um, active the following Monday after we receive the first premium. Then your-

Speaker speaker_1: Yeah, you know what-

Speaker speaker_0: ... ID card will be arriving-

Speaker speaker_1: Go ahead.

Speaker speaker_0: Excuse me?

Speaker speaker_1: I said you go ahead, I'm sorry. Go ahead.

Speaker speaker_0: No problem. So you will receive your ID card, um, within seven to 10 days to the address we have on file, um, after the benefits are active.

Speaker speaker_1: Okay. All right. Uh, so probably be a couple of weeks before it goes into effect, is that what you're saying?

Speaker speaker_0: Mm-hmm, yes. If everything goes out, um, and the information is processed by SERS on time, you sh- your benefits should most likely will be active from the 26th. But like I said, we need to receive their premium from them before they become effective.

Speaker speaker_1: Okay. Oh, I wanted to ask you, yeah, what on the beneficiary for my life insurance, have you put somebody down for it?

Speaker speaker_0: I... Yes, I was about to ask you that, just give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And who would you want that to be?

Speaker speaker_1: Can you put my wife and kids both on it, or my wife first and then something happens to both of us, my kids get it?

Speaker speaker_0: We could, if you would like, we could do 50 for your spouse, and then 25 and 25 for the kids.

Speaker speaker_1: That'd be fine, yeah.

Speaker speaker_0: Brown. Let's see. Then we have, um, Daryl A. Brown. Daryl. Okay. Is there anything else I can do for you, sir?

Speaker speaker_1: Uh, what, uh, what, what's, what's the name of the vision and dental? The same name, or is it two different insurance companies?

Speaker speaker_0: Two different ones for vision. It will be MetLife.

Speaker speaker_1: Okay.

Speaker speaker_0: And for the dental will be APL.

Speaker speaker_1: APL.

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay, okay. All righty. Might be, maybe that's all I need.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Because I don't have health insurance.

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

Speaker speaker_1: Hey, hey, hey, you got me down often now on the health insurance, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, okay. Well, I appreciate it. Thank you, ma'am.

Speaker speaker_0: Thank you for giving us a call, sir.

Speaker speaker_1: Okay. Bye-bye.