

Transcript: Pamela

Blanc-5834449058185216-6394937794019328

Full Transcript

... career. ... benefits for 416-701-2600. Hi, my name is Dominique Davis. I'm calling because I just seen that I have received a call from you all. Okay. So we are the administrator for health insurance for staffing agency. Are you currently working for any staffing agency, ma'am? Excuse me? Are you currently working for any staffing agency? Um, yes, Hospitality Staffing. Okay, if you receive a card from us, you're probably enrolled in the benefits, the health insurance. Oh, okay. I haven't received a card yet. Oh, I thought you said you received it. Um- Oh, no. Okay. So, um, and what was it that you received, ma'am? Actually, I'm not sure what's... Um, okay, so I filled out an application through Hospitality Staffing. Okay. I completed the, the application work and my background check came back. They, um, hired me yesterday, but they are waiting to actually place me on an assignment. Okay. So most likely is that we processed that enrollment form, and maybe there's information that we need to complete the enrollment. Okay. Now, you won't... The benefits won't be active until you start working and we receive the first premium from your employer. Okay. So, um, if you would like, I could go into your account and see what, what's the information that we might need to process correctly the form. Okay, yes, that's fine. May I have the last four digits of your Social? 4195. And your first and last name, ma'am? Um, Dominique Davis. And I'm actually glad you all called, because when I was on the, uh, the website finishing the, um, the application, I ha- I know that I did opt to, um, pay for life insurance for myself, my spouse, and my children. And, um, but that was really the only one that I had ended up hittin' more, um, more, um, insurance aids, but I really only wanted the life. Okay. So let's verify your complete address and date of birth, and then I'll fix anything that needs to be fixed on the enrollment. Okay. Um, so the address is 2743 West Highland Boulevard, Apartment 209, Milwaukee, Wisconsin, 53208. Okay. And what was the date of birth, ma'am? 7/15/1985. Thank you for the information. We have a telephone number on file for 414-317-1325, 21. Yes. And your email is your last name, letter M- Mm-hmm.dominique, your first name, 0715@gmail. Yes, that's correct. Okay. Oh, yes. Uh, oh, actually I was the one who processed your form. All right. Okay. So on the form, you said you just wanted life insurance for you and the family. Yeah, but what were the other, um, aids that... Like, so it was the life and I seen vision and dental and then it was another- Okay. You selected, um, vision, life sur- uh, vision, life, critical illness, and accident. But you did not, uh, select dental. Oh, okay. So I don't want vision or dental, but the other three I w- I would like. You want it for yourself or the whole family? For myself and the whole, uh, the whole family. We're gonna do accident for the family, critical illness, accident, and life. So your premium will be \$10.99 for Paychex. Okay. Okay. Now I'm gonna need your children and your spouse, uh, information. Okay, so right now, um, the information that I have, well, for my children is, well, my 16-year-old, her name is Syeira Booker. Can you spell her first name? Uh, yes, S-Y-E-I-R-A Booker, B-O-O-K-E-R. B- Um-

BO? I'm sorry, BO? B-O-O-K-E-R. Okay. It's your child? That's my child. And is, uh, the date of birth? June 4th, 06042008. Okay. And- And your spouse. Oh, you got another one? My s- Yes, another c- One more child, um- Okay. ... Semaj, Semaj Booker, which is, which is, um, S-E-M-A-J-... Booker. Okay. Um, and his birthday is 05/08/2010. Oh, my. Give me one second. 05? 0508 2010. Okay. 05? 0508 2010. Okay. I- all right. And my spouse is Frederick Dorsey. Frederick. F-R-E-D-R-I-C-K. Dorsey, D-O-R-S-E-Y. And his date of birth is 0512 1964. 05, 12, 1964. All right, so we got the whole family. Mm-hmm. Now, the benefit's gonna start the following Monday after we receive the first premium from your employer. Then your ID... then your information will be sent out to you. Um, now we're gonna need... who's gonna be the beneficiary for you? After you receive, um, the information and the benefits are active, then you will have to call the actual carrier and add the beneficiary for your kids and your spouse. Okay, um, can I have two? Yes. Okay. For the first person. So, the first one is gonna be my spouse, which is Frederick Dorsey. Okay. But do they all have to be a- uh, 18 or older? No. Just that- Okay. All I need is the, um, the first, last name and the relationship. Okay, so the first one is gonna be my, uh, my spouse, which is Frederick Dorsey. Okay. And then the next one is? And the second one is... and, and the next one is gonna be my daughter, Syira Booker. All right. Um... Then how much- And then 50/50. Huh? It will be 50/50. Um, the insurance cover, um, is \$20,000. Okay. That's the payout. Okay. All right. And would I be able to, like, pay for a larger one than that? No, that's the, that's what they... the only one they offer. That's the only one they offer? Yes. Oh, okay. Well, then that's fine. Okay, and then so how much total will be coming out of my check for it? Um, \$10.99. Okay, and then that's for life, and then that's for accidental and critical illness? Yes, ma'am, for the three of you. Okay, for the three of us. Oh- Mm-hmm. Wait a minute. What do you mean for the three of us? It's four of us. No, the... I mean the whole family. That's what I meant. Oh. Oh, good. That's like the two children, your spouse, and you. Oh, good. Yeah. Oh, okay. Okay. Now- All right. ... is, like is that gonna be like a policy, uh, on each one of us individually or is that just the ac- It's- ... family all together plan? No, it's, uh, a policy individually. So, each one of us will have a separate policy? Yes. Oh, okay. So, that'll be \$10.95 for each one? No. Since you put them as your dependents, right? Uh-huh. Um, they are enrolled in within your benefits, but when it comes like for the benefits since it's the critical illness, um, and the life insurance, the group accident, they get the same benefits as, as you. Okay, and do I have an option to pay for one individually as well? No. No? No. Okay. Unfortunately, no. Okay. Okay, well, then that's fine. Um, that'll, that'll, that'll be fine. That'll work for right now. At least I have something. So, um- Of course, ma'am. Huh? I understand what you mean. Yeah, yeah. So, um, okay, and then you said, um, I would have to do what now once I get... talk to the employer? After the benefits are active, you're gonna receive the information from your, um, carrier. Okay. And then you'll be able to call them. So, you already have your beneficiary and those are the only ones that I'm allowed to add, but then- Oh. ... you will need the beneficiary for each, uh, of the child and for your spouse. Oh, I'm gonna need a beneficiary? But if you wanna... Yeah, you could say I, that you want to be the beneficiary for your spouse, and then you could have your children, whoever you want to add on their policy to be the beneficiary. To be the beneficiary for their policy? Mm-hmm. And then but they are the beneficiaries on my policy, right? Yes, ma'am. Okay, all right. Well, thank you. I'll take care of that when they contact me then. No problem. Anything else I can do for you, ma'am? No, that's it. Thank you very much. All right, thank you for giving us a call. Have a good rest of the day. Okay, you too.

Conversation Format

Speaker speaker_0: ... career.

Speaker speaker_1: ... benefits for 416-701-2600.

Speaker speaker_2: Hi, my name is Dominique Davis. I'm calling because I just seen that I have received a call from you all.

Speaker speaker_1: Okay. So we are the administrator for health insurance for staffing agency. Are you currently working for any staffing agency, ma'am?

Speaker speaker_2: Excuse me?

Speaker speaker_1: Are you currently working for any staffing agency?

Speaker speaker_2: Um, yes, Hospitality Staffing.

Speaker speaker_1: Okay, if you receive a card from us, you're probably enrolled in the benefits, the health insurance.

Speaker speaker_2: Oh, okay. I haven't received a card yet.

Speaker speaker_1: Oh, I thought you said you received it. Um-

Speaker speaker_2: Oh, no.

Speaker speaker_1: Okay. So, um, and what was it that you received, ma'am?

Speaker speaker_2: Actually, I'm not sure what's... Um, okay, so I filled out an application through Hospitality Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: I completed the, the application work and my background check came back. They, um, hired me yesterday, but they are waiting to actually place me on an assignment.

Speaker speaker_1: Okay. So most likely is that we processed that enrollment form, and maybe there's information that we need to complete the enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, you won't... The benefits won't be active until you start working and we receive the first premium from your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: So, um, if you would like, I could go into your account and see what, what's the information that we might need to process correctly the form.

Speaker speaker_2: Okay, yes, that's fine.

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

Speaker speaker_2: 4195.

Speaker speaker_1: And your first and last name, ma'am?

Speaker speaker_2: Um, Dominique Davis. And I'm actually glad you all called, because when I was on the, uh, the website finishing the, um, the application, I ha- I know that I did opt to, um, pay for life insurance for myself, my spouse, and my children. And, um, but that was really the only one that I had ended up hittin' more, um, more, um, insurance aids, but I really only wanted the life.

Speaker speaker_1: Okay. So let's verify your complete address and date of birth, and then I'll fix anything that needs to be fixed on the enrollment.

Speaker speaker_2: Okay. Um, so the address is 2743 West Highland Boulevard, Apartment 209, Milwaukee, Wisconsin, 53208.

Speaker speaker_1: Okay. And what was the date of birth, ma'am?

Speaker speaker_2: 7/15/1985.

Speaker speaker_1: Thank you for the information. We have a telephone number on file for 414-317-1325, 21.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is your last name, letter M-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1:dominique, your first name, 0715@gmail.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. Oh, yes. Uh, oh, actually I was the one who processed your form. All right.

Speaker speaker_2: Okay.

Speaker speaker_1: So on the form, you said you just wanted life insurance for you and the family.

Speaker speaker_2: Yeah, but what were the other, um, aids that... Like, so it was the life and I seen vision and dental and then it was another-

Speaker speaker_1: Okay. You selected, um, vision, life sur- uh, vision, life, critical illness, and accident. But you did not, uh, select dental.

Speaker speaker_2: Oh, okay. So I don't want vision or dental, but the other three I w- I would like.

Speaker speaker_1: You want it for yourself or the whole family?

Speaker speaker_2: For myself and the whole, uh, the whole family.

Speaker speaker_1: We're gonna do accident for the family, critical illness, accident, and life. So your premium will be \$10.99 for Paychex.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Now I'm gonna need your children and your spouse, uh, information.

Speaker speaker_2: Okay, so right now, um, the information that I have, well, for my children is, well, my 16-year-old, her name is Syeira Booker.

Speaker speaker_1: Can you spell her first name?

Speaker speaker_2: Uh, yes, S-Y-E-I-R-A Booker, B-O-O-K-E-R.

Speaker speaker_1: B-

Speaker speaker_2: Um-

Speaker speaker_1: BO? I'm sorry, BO?

Speaker speaker_2: B-O-O-K-E-R.

Speaker speaker_1: Okay. It's your child?

Speaker speaker_2: That's my child.

Speaker speaker_1: And is, uh, the date of birth?

Speaker speaker_2: June 4th, 06042008.

Speaker speaker_1: Okay.

Speaker speaker_2: And-

Speaker speaker_1: And your spouse. Oh, you got another one?

Speaker speaker_2: My s- Yes, another c- One more child, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... Semaj, Semaj Booker, which is, which is, um, S-E-M-A-J-... Booker.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and his birthday is 05/08/2010.

Speaker speaker_1: Oh, my. Give me one second. 05?

Speaker speaker_2: 0508 2010.

Speaker speaker_1: Okay. 05?

Speaker speaker_2: 0508 2010.

Speaker speaker_1: Okay. I- all right.

Speaker speaker_2: And my spouse is Frederick Dorsey.

Speaker speaker_1: Frederick.

Speaker speaker_2: F-R-E-D-R-I-C-K. Dorsey, D-O-R-S-E-Y. And his date of birth is 0512 1964.

Speaker speaker_1: 05, 12, 1964. All right, so we got the whole family.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Now, the benefit's gonna start the following Monday after we receive the first premium from your employer. Then your ID... then your information will be sent out to you. Um, now we're gonna need... who's gonna be the beneficiary for you? After you receive, um, the information and the benefits are active, then you will have to call the actual carrier and add the beneficiary for your kids and your spouse.

Speaker speaker_2: Okay, um, can I have two?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: For the first person.

Speaker speaker_2: So, the first one is gonna be my spouse, which is Frederick Dorsey.

Speaker speaker_1: Okay.

Speaker speaker_2: But do they all have to be a- uh, 18 or older?

Speaker speaker_1: No. Just that-

Speaker speaker_2: Okay.

Speaker speaker_1: All I need is the, um, the first, last name and the relationship.

Speaker speaker_2: Okay, so the first one is gonna be my, uh, my spouse, which is Frederick Dorsey.

Speaker speaker_1: Okay. And then the next one is?

Speaker speaker_2: And the second one is... and, and the next one is gonna be my daughter, Syira Booker.

Speaker speaker_1: All right. Um... Then how much-

Speaker speaker_2: And then 50/50. Huh?

Speaker speaker_1: It will be 50/50. Um, the insurance cover, um, is \$20,000.

Speaker speaker_2: Okay.

Speaker speaker_1: That's the payout.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: And would I be able to, like, pay for a larger one than that?

Speaker speaker_1: No, that's the, that's what they... the only one they offer.

Speaker speaker_2: That's the only one they offer?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, okay. Well, then that's fine. Okay, and then so how much total will be coming out of my check for it?

Speaker speaker_1: Um, \$10.99.

Speaker speaker_2: Okay, and then that's for life, and then that's for accidental and critical illness?

Speaker speaker_1: Yes, ma'am, for the three of you.

Speaker speaker_2: Okay, for the three of us. Oh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Wait a minute. What do you mean for the three of us? It's four of us.

Speaker speaker_1: No, the... I mean the whole family. That's what I meant.

Speaker speaker_2: Oh. Oh, good.

Speaker speaker_1: That's like the two children, your spouse, and you.

Speaker speaker_2: Oh, good.

Speaker speaker_1: Yeah.

Speaker speaker_2: Oh, okay. Okay. Now-

Speaker speaker_1: All right.

Speaker speaker_2: ... is, like is that gonna be like a policy, uh, on each one of us individually or is that just the ac-

Speaker speaker_1: It's-

Speaker speaker_2: ... family all together plan?

Speaker speaker_1: No, it's, uh, a policy individually.

Speaker speaker_2: So, each one of us will have a separate policy?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, okay. So, that'll be \$10.95 for each one?

Speaker speaker_1: No. Since you put them as your dependents, right?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, they are enrolled in within your benefits, but when it comes like for the benefits since it's the critical illness, um, and the life insurance, the group accident, they get the same benefits as, as you.

Speaker speaker_2: Okay, and do I have an option to pay for one individually as well?

Speaker speaker_1: No.

Speaker speaker_2: No?

Speaker speaker_1: No.

Speaker speaker_2: Okay.

Speaker speaker_1: Unfortunately, no.

Speaker speaker_2: Okay. Okay, well, then that's fine. Um, that'll, that'll, that'll be fine. That'll work for right now. At least I have something. So, um-

Speaker speaker_1: Of course, ma'am.

Speaker speaker_2: Huh?

Speaker speaker_1: I understand what you mean.

Speaker speaker_2: Yeah, yeah. So, um, okay, and then you said, um, I would have to do what now once I get... talk to the employer?

Speaker speaker_1: After the benefits are active, you're gonna receive the information from your, um, carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you'll be able to call them. So, you already have your beneficiary and those are the only ones that I'm allowed to add, but then-

Speaker speaker_2: Oh.

Speaker speaker_1: ... you will need the beneficiary for each, uh, of the child and for your spouse.

Speaker speaker_2: Oh, I'm gonna need a beneficiary?

Speaker speaker_1: But if you wanna... Yeah, you could say I, that you want to be the beneficiary for your spouse, and then you could have your children, whoever you want to add on their policy to be the beneficiary.

Speaker speaker_2: To be the beneficiary for their policy?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then but they are the beneficiaries on my policy, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, all right. Well, thank you. I'll take care of that when they contact me then.

Speaker speaker_1: No problem. Anything else I can do for you, ma'am?

Speaker speaker_2: No, that's it. Thank you very much.

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

Speaker speaker_2: Okay, you too.