

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for phoning Benefit in the Park. This is yes, how may I help you? Yes, um, I wanted to know, um, uh, does, does my insurance cover for, for my daughter too? Um, who do you work for, sir? I could pull up your file. I work for Search Staffing. Okay. May I have the last four digits of the social? Yes. Can you hear me? Yes. The last- Yes, I work- ... four digits of the social? It's, uh, 0191. Your first and last name? 0191. Your first and last name? My name is John Godinez. Godinez? It's gonna be John Godinez. Yes. All right. Mr. Godinez, 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? Uh, my address is gonna be 18085374. And your date of birth? It's gonna be January 22nd, 1987. Thank you for the information. We have a telephone number on file, 623-212-0179- 20179. Uh-huh. Is the first name last name 804 at gmail.com? That is correct. Right. So, as for right now, we do not have any enrollment for you. Um... Uh-huh. So you're referring, referring, uh, for the auto-enrollment the Search will do? Uh-huh. So what do I- So we'll need to talk- ... have to do to, to... What do I have to do to enroll myself, that way I can put my daughter in my insurance? We could go ahead and do it over the phone now. To see, you know, what plan will your license roll to? Uh-huh. And, and what, what, what's the plan that you got done? Well, these are not like major insurers where they already have a set amount that they wanna pay. Uh-huh. Anything above that amount is your responsibility. If you would like, I could send you the benefit guide. Uh-huh. You can see it from 8:00 to 8:17 Eastern Time, Monday through Friday, so you can see what they offer and choose- Uh-huh. ... the correct one for you and your daughter. Uh-huh. Okay. Would you like me to do that? And, okay, so, so up to... Yeah. Up to how many people does that cover for? Um, for you and your children, and you wanna add your spouse as well? Yeah. You could do that. I can... Can I add my spouse? If you would like to, yes, sir. Okay. Do you want me to email you the benefit guide? Yeah, you can email it to me? Yes, you can email it to me right now. Yeah. And I can just fill it out and then, I guess... All right, for sure. Right. Um, is there anything else I could do for you, sir? Uh, that'll be it right now. Um, once... I guess, so once I, once I- Okay. ... receive that email and I fill that application, I give you guys a call back, or how does that work? Uh, you could do it online or you could give us a call back, um, and we could enroll you over the phone. Okay. Another question I have. So, um, so that's... They're... Th- they take... They're... So they're gonna take money out of my check with this insurance, right? Yes, sir, every week. And again, I need- Okay. And what's the approximate to take out of your checks? It all depends on what you choose. Like I said, these are not like major insurance, so the plans, um- Okay. ... they are... They start like, uh, at \$15, so on. Oh, okay. That's, that's not bad. And, and, and most likely, like, 'cause I want... I'm trying to get a plan that covers dental, medical, and basically any emergency information, like anything that happens. You know

what I mean? Okay. So, you will see each plan and what they offer, and then after you choose the medical plan, you can choose dental and vision. They only have one tier out of the dental and vision. And, uh... Okay. And you choose from there whatever works best for you. Okay, for sure. I'm gonna go ahead and fill out all that information. And then I'll be giving you guys a call when I'm done, see if, if I did everything correct. No problem. Thank you for giving us a call, sir. Thank you very much. Have a great rest of the day. Sure.

Conversation Format

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

Speaker speaker_1: Thank you for phoning Benefit in the Park. This is yes, how may I help you?

Speaker speaker_2: Yes, um, I wanted to know, um, uh, does, does my insurance cover for, for my daughter too?

Speaker speaker_1: Um, who do you work for, sir? I could pull up your file.

Speaker speaker_2: I work for Search Staffing.

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

Speaker speaker_2: Yes. Can you hear me?

Speaker speaker_1: Yes. The last-

Speaker speaker_2: Yes, I work-

Speaker speaker_1: ... four digits of the social?

Speaker speaker_2: It's, uh, 0191.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: 0191.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: My name is John Godinez.

Speaker speaker_1: Godinez? It's gonna be John Godinez. Yes.

Speaker speaker_2: All right. Mr. Godinez, 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? Uh, my address is gonna be 18085374.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It's gonna be January 22nd, 1987.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 623-212-0179-

Speaker speaker_2: 20179. Uh-huh.

Speaker speaker_1: Is the first name last name 804 at gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Right. So, as for right now, we do not have any enrollment for you. Um...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So you're referring, referring, uh, for the auto-enrollment the Search will do?

Speaker speaker_2: Uh-huh. So what do I-

Speaker speaker_1: So we'll need to talk-

Speaker speaker_2: ... have to do to, to... What do I have to do to enroll myself, that way I can put my daughter in my insurance?

Speaker speaker_1: We could go ahead and do it over the phone now. To see, you know, what plan will your license roll to?

Speaker speaker_2: Uh-huh. And, and what, what, what's the plan that you got done?

Speaker speaker_1: Well, these are not like major insurers where they already have a set amount that they wanna pay.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Anything above that amount is your responsibility. If you would like, I could send you the benefit guide.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You can see it from 8:00 to 8:17 Eastern Time, Monday through Friday, so you can see what they offer and choose-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... the correct one for you and your daughter.

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: Would you like me to do that?

Speaker speaker_2: And, okay, so, so up to... Yeah. Up to how many people does that cover for?

Speaker speaker_1: Um, for you and your children, and you wanna add your spouse as well?

Speaker speaker_2: Yeah.

Speaker speaker_1: You could do that.

Speaker speaker_2: I can... Can I add my spouse?

Speaker speaker_1: If you would like to, yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you want me to email you the benefit guide?

Speaker speaker_2: Yeah, you can email it to me? Yes, you can email it to me right now.

Speaker speaker_1: Yeah.

Speaker speaker_2: And I can just fill it out and then, I guess... All right, for sure.

Speaker speaker_1: Right. Um, is there anything else I could do for you, sir?

Speaker speaker_2: Uh, that'll be it right now. Um, once... I guess, so once I, once I-

Speaker speaker_1: Okay.

Speaker speaker_2: ... receive that email and I fill that application, I give you guys a call back, or how does that work?

Speaker speaker_1: Uh, you could do it online or you could give us a call back, um, and we could enroll you over the phone.

Speaker speaker_2: Okay. Another question I have. So, um, so that's... They're... Th- they take... They're... So they're gonna take money out of my check with this insurance, right?

Speaker speaker_1: Yes, sir, every week. And again, I need-

Speaker speaker_2: Okay. And what's the approximate to take out of your checks?

Speaker speaker_1: It all depends on what you choose. Like I said, these are not like major insurance, so the plans, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... they are... They start like, uh, at \$15, so on.

Speaker speaker_2: Oh, okay. That's, that's not bad. And, and, and most likely, like, 'cause I want... I'm trying to get a plan that covers dental, medical, and basically any emergency information, like anything that happens. You know what I mean?

Speaker speaker_1: Okay. So, you will see each plan and what they offer, and then after you choose the medical plan, you can choose dental and vision. They only have one tier out of the dental and vision. And, uh...

Speaker speaker_2: Okay.

Speaker speaker_1: And you choose from there whatever works best for you.

Speaker speaker_2: Okay, for sure. I'm gonna go ahead and fill out all that information. And then I'll be giving you guys a call when I'm done, see if, if I did everything correct.

Speaker speaker_1: No problem. Thank you for giving us a call, sir.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: Sure.