

## Transcript: Pamela

**Blanc-6649376187138048-5594298713948160**

### Full Transcript

... is Pamela speaking. How may I help you? Uh, hi. Uh, my name's Owen Davies. Um, I am about to start working through TRC with Wellstar, and I had accidentally done this form too early without clicking any of the actual, um, checks for the benefits. Um, and I can't redo it on the TRC a- uh, website or app. Uh, so I'd just like to, to properly select everything. And how- ... last four digits of your social? I, I'm sorry, you're cutting out. What was that? The last four digits of your social. Uh, 6118. Your first and last name, sir? Uh, Owen Davies. Mr. Davies, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. Oh, please say both? Sorry. Yes, please. Oh, okay. Uh, 1188 Templeton Court, Southwest Mapleton, 30126. Uh, wait. Wait, is that the right zip code? Jesus. 30126, yes. Um, and, uh, date of birth, May 26th, 1999. All right, thank you for the information. We have a telephone number on file, 678-216-9261. Mm-hmm. Yep. And your email is o- owdav522@gmail.com? Yes. All right. So do you know the plans that you want to enroll in? Yes, I think I wanna do VIP Standard Employee, um, and Dental, Disability, Life, No Vision, Critical Illness, Accidents, and no Behavioral. You said no vision? Um, yeah, I've ha- I've never had, uh, eye problems in my life, so. I just wanted to make sure. Okay. And... So we have the VIP Standard, the Dental, Short Term Disability, uh, Life, Critical Illness, Accidents, and Behavioral Health or no? At, at what's that? Uh, no Behavioral Health, no. Okay. So the premium will be \$31.51 per paycheck. Your benefits will start the following month- Monday after we receive the first premium from your employer. Then your ID cards will be generated in the system, will be mailed out to you within seven to 10 days to the address we have on file. For the VIP plan. Mm-hmm. That card, they- um, carrier, they only send us digital. It will go to your email, but if you need a physical after the benefits are active, you could give us a call and we'll go request one for you. Okay. Just, just to make sure, I just wanna make sure the- all the additional benefits I selected, can you just say the ones that I selected just to make sure? Um, so you selected, uh, sorry, Life, Critical Illness, Short Term Disability, Dental and Group Accidents. Uh, put Disability in there as well? Short Term, yes. Yes it is? Yes, it is. Okay, cool. All right. Just wanted to make sure. Um- No problem. So since you got the life insurance, do you know who you want to name as your beneficiary? Uh, can you explain what that means? Is this the person who will, like, oversee it if something happens? Yes. Yes. Um, do I have to- how much information do I have to give for this person, just a name? Um, it's just the name and relationship. Um, uh, Laura Davies, that's my mother. Laura? Laura Davies. Yeah, Laura. Okay. Um, all right, all right. So everything is done. So you have... Is there anything else I could do for you, sir? Uh, is there anything else to fill out on the form? I don't think so. No, sir. Um, I think that should be it then. Yeah. All right. Thank you for giving us a call. Have a great rest of the day, sir. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, hi. Uh, my name's Owen Davies. Um, I am about to start working through TRC with Wellstar, and I had accidentally done this form too early without clicking any of the actual, um, checks for the benefits. Um, and I can't redo it on the TRC a- uh, website or app. Uh, so I'd just like to, to properly select everything.

Speaker speaker\_0: And how- ... last four digits of your social?

Speaker speaker\_1: I, I'm sorry, you're cutting out. What was that?

Speaker speaker\_0: The last four digits of your social.

Speaker speaker\_1: Uh, 6118.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Uh, Owen Davies.

Speaker speaker\_0: Mr. Davies, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: Okay. Oh, please say both? Sorry.

Speaker speaker\_0: Yes, please.

Speaker speaker\_1: Oh, okay. Uh, 1188 Templeton Court, Southwest Mapleton, 30126. Uh, wait. Wait, is that the right zip code? Jesus. 30126, yes. Um, and, uh, date of birth, May 26th, 1999.

Speaker speaker\_0: All right, thank you for the information. We have a telephone number on file, 678-216-9261.

Speaker speaker\_1: Mm-hmm. Yep.

Speaker speaker\_0: And your email is o- owdav522@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So do you know the plans that you want to enroll in?

Speaker speaker\_1: Yes, I think I wanna do VIP Standard Employee, um, and Dental, Disability, Life, No Vision, Critical Illness, Accidents, and no Behavioral.

Speaker speaker\_0: You said no vision?

Speaker speaker\_1: Um, yeah, I've ha- I've never had, uh, eye problems in my life, so.

Speaker speaker\_0: I just wanted to make sure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And... So we have the VIP Standard, the Dental, Short Term Disability, uh, Life, Critical Illness, Accidents, and Behavioral Health or no? At, at what's that?

Speaker speaker\_1: Uh, no Behavioral Health, no.

Speaker speaker\_0: Okay. So the premium will be \$31.51 per paycheck. Your benefits will start the following month- Monday after we receive the first premium from your employer. Then your ID cards will be generated in the system, will be mailed out to you within seven to 10 days to the address we have on file. For the VIP plan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That card, they- um, carrier, they only send us digital. It will go to your email, but if you need a physical after the benefits are active, you could give us a call and we'll go request one for you.

Speaker speaker\_1: Okay. Just, just to make sure, I just wanna make sure the- all the additional benefits I selected, can you just say the ones that I selected just to make sure?

Speaker speaker\_0: Um, so you selected, uh, sorry, Life, Critical Illness, Short Term Disability, Dental and Group Accidents.

Speaker speaker\_1: Uh, put Disability in there as well?

Speaker speaker\_0: Short Term, yes.

Speaker speaker\_1: Yes it is?

Speaker speaker\_0: Yes, it is.

Speaker speaker\_1: Okay, cool. All right. Just wanted to make sure. Um-

Speaker speaker\_0: No problem. So since you got the life insurance, do you know who you want to name as your beneficiary?

Speaker speaker\_1: Uh, can you explain what that means? Is this the person who will, like, oversee it if something happens?

Speaker speaker\_0: Yes. Yes.

Speaker speaker\_1: Um, do I have to- how much information do I have to give for this person, just a name?

Speaker speaker\_0: Um, it's just the name and relationship.

Speaker speaker\_1: Um, uh, Laura Davies, that's my mother.

Speaker speaker\_0: Laura?

Speaker speaker\_1: Laura Davies. Yeah, Laura.

Speaker speaker\_0: Okay. Um, all right, all right. So everything is done. So you have... Is there anything else I could do for you, sir?

Speaker speaker\_1: Uh, is there anything else to fill out on the form? I don't think so.

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Um, I think that should be it then. Yeah. All right.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_1: You too. Thank you. Bye-bye.