

Transcript: Pearl

Rojas-5361751405576192-5869158539935744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... who else is speaking? LaToya Penn. I'm sorry, who, what was that? LaToya Penn. And how can I assist you? Um, I got a text message yesterday, um, from AmeriStaff saying that I will be enrolled in benefits or something like that, 'cause I just started working for them. And I was just calling to see what benefits was I enrolled in. Mm-hmm. Okay, what's the name of the staff you need to speak to? AmeriStaff. Okay. AmeriStaff offers healthcare benefits, um, to their employees; medical, dental, vision, short term disability, stuff like that. They give you 30 days within your, the day of your first paycheck to enroll or decline coverage. Um, did you want me to go ahead and take a look at your account, see if you're already enrolled or, or if you declined? Yes, that's right. Yes, ma'am. What is, what are the last four digits of your Social? 6171. And your address and date of birth? My address is 290 Dalewood Drive, Placer, Virginia 24055, 11597. Okay, can I have your phone number as 276-806-0210? Yes. Okay, so it looks like you were previously enrolled in a medical plan. Oh, you're actually currently enrolled in a medical plan called VIP Plus, um, but you're not active. It looks like you actually haven't started. Did you wanna keep that plan or cancel it? Yeah, I wanna keep the health insurance. I just wanna make sure 'cause I already have dental insurance, so- Okay. ... I wasn't All right. All right, I'll go ahead and leave that as-is. Is there anything other we can assist you with? That's it. So I'll, I'll only enrolling in just the health insurance? Just the medical, yes. Okay. Do they offer life insurance too or no? They do. Okay, um, how much is the life insurance? The life insurance is \$2.11 a week. Okay, and that sh- that will be just for myself, not... Would I be able to put my kids on it or no? You can. For you and your children, it would be \$2.54 a week. Okay, I'll do that. Okay. Give me one moment. Adding on... Okay, so your weekly deductions are gonna be at \$20.16. Okay. And what is the... What is the name of the first child? Um, Demarea is D-E-M-A-R-E-A Ross. Ross? Yes, R-O-S-S. Okay. And Full Social? Hold on, I gotta go get my card. It is... The Social is 691-09-1151. Okay, date of birth? 08/28/2007. Okay. And the next child? Derrick Ross Jr., D-E-R-R-I-S-B-K. Full Social? 831-75-0408. Date of birth? Um, February 24th, 2007. I mean, I'm s- 2014, not 2007. Okay, are there any more children? No, that's it. I needed to add some on my husband but I would have to get his Social, his Social Security card when he get off this evening and call back to do that. Okay. Is there anything I can assist you with today? That's it, ma'am. I appreciate your help. No problem. Thank you so much for calling every day, dear. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... who else is speaking?

Speaker speaker_2: LaToya Penn.

Speaker speaker_1: I'm sorry, who, what was that?

Speaker speaker_2: LaToya Penn.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I got a text message yesterday, um, from AmeriStaff saying that I will be enrolled in benefits or something like that, 'cause I just started working for them. And I was just calling to see what benefits was I enrolled in.

Speaker speaker_1: Mm-hmm. Okay, what's the name of the staff you need to speak to?

Speaker speaker_2: AmeriStaff.

Speaker speaker_1: Okay. AmeriStaff offers healthcare benefits, um, to their employees; medical, dental, vision, short term disability, stuff like that. They give you 30 days within your, the day of your first paycheck to enroll or decline coverage. Um, did you want me to go ahead and take a look at your account, see if you're already enrolled or, or if you declined?

Speaker speaker_2: Yes, that's right. Yes, ma'am.

Speaker speaker_1: What is, what are the last four digits of your Social?

Speaker speaker_2: 6171.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: My address is 290 Dalewood Drive, Placer, Virginia 24055, 11597.

Speaker speaker_1: Okay, can I have your phone number as 276-806-0210?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like you were previously enrolled in a medical plan. Oh, you're actually currently enrolled in a medical plan called VIP Plus, um, but you're not active. It looks like you actually haven't started. Did you wanna keep that plan or cancel it?

Speaker speaker_2: Yeah, I wanna keep the health insurance. I just wanna make sure 'cause I already have dental insurance, so-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I wasn't

Speaker speaker_1: All right. All right, I'll go ahead and leave that as-is. Is there anything other we can assist you with?

Speaker speaker_2: That's it. So I'll, I'll only enrolling in just the health insurance?

Speaker speaker_1: Just the medical, yes.

Speaker speaker_2: Okay. Do they offer life insurance too or no?

Speaker speaker_1: They do.

Speaker speaker_2: Okay, um, how much is the life insurance?

Speaker speaker_1: The life insurance is \$2.11 a week.

Speaker speaker_2: Okay, and that sh- that will be just for myself, not... Would I be able to put my kids on it or no?

Speaker speaker_1: You can. For you and your children, it would be \$2.54 a week.

Speaker speaker_2: Okay, I'll do that.

Speaker speaker_1: Okay. Give me one moment. Adding on... Okay, so your weekly deductions are gonna be at \$20.16.

Speaker speaker_2: Okay.

Speaker speaker_1: And what is the... What is the name of the first child?

Speaker speaker_2: Um, Demarea is D-E-M-A-R-E-A Ross.

Speaker speaker_1: Ross?

Speaker speaker_2: Yes, R-O-S-S.

Speaker speaker_1: Okay. And Full Social?

Speaker speaker_2: Hold on, I gotta go get my card. It is... The Social is 691-09-1151.

Speaker speaker_1: Okay, date of birth?

Speaker speaker_2: 08/28/2007.

Speaker speaker_1: Okay. And the next child?

Speaker speaker_2: Derrick Ross Jr., D-E-R-R-I-S-B-K.

Speaker speaker_1: Full Social?

Speaker speaker_2: 831-75-0408.

Speaker speaker_1: Date of birth?

Speaker speaker_2: Um, February 24th, 2007. I mean, I'm s- 2014, not 2007.

Speaker speaker_1: Okay, are there any more children?

Speaker speaker_2: No, that's it. I needed to add some on my husband but I would have to get his Social, his Social Security card when he get off this evening and call back to do that.

Speaker speaker_1: Okay. Is there anything I can assist you with today?

Speaker speaker_2: That's it, ma'am. I appreciate your help.

Speaker speaker_1: No problem. Thank you so much for calling every day, dear.

Speaker speaker_2: You too.