Transcript: Pearl Rojas-6248928953942016-5235978080272384

Full Transcript

Hello. The call may be monitored or recorded for quality assurance purposes. Hi, this is... Hello? Hello. Hi, my name is Pearl. I'm calling for 2020 benefits and a card on behalf of your staff, EGC BGSF. Okay. We are processing healthcare enrollment forms, and on your form you chose coverage for employee plus child or children, but we didn't receive any dependent information. Um, I- Is the coverage supposed to be for you and your child or children, or just your- Yeah. Just me and my child. I have one kid. Um, I don't have her Social right now, Social Security number right now because she's living in a different state. I have to contact her mother. We can put her information in the system and then we'll put zeros for the Social. Okay. And then once you do get the information, you just give us a call and provide that, okay? Okay. Okay. Okay. What is her name? It's Abigail. A-B-B-A-G-A-I-L. Marie. M-A-R-I-E. Elizabeth Lunsford. Same, same last name. Okay. All righty. And what is her date of birth? Uh, 1/5 of 2012. 1/5 of '12. All righty. Okay, so your weekly deductions are gonna be at $67.48. It will take one to three weeks for the staff at EGC to start making deductions. Once they do, they'll call on Monday through Friday. How much is it? How much was it? 67.48. Okay. And that's, um, that's, uh, all medical We're getting that too, right? That's all in one day. It... Yes, it's medical, dental, short term disability, life insurance, vision, critical illness, accident. So it's pretty much... Yeah, all that stuff. It's pretty much 30 hours. Okay. Yeah. Okay. Thank you so much. Um, and then no problem. Thank you so much for calling. You have a good day. All right. Thanks.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: The call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, this is...

Speaker speaker_0: Hello? Hello.

Speaker speaker_2: Hi, my name is Pearl. I'm calling for 2020 benefits and a card on behalf of your staff, EGC BGSF.

Speaker speaker_0: Okay.

Speaker speaker_2: We are processing healthcare enrollment forms, and on your form you chose coverage for employee plus child or children, but we didn't receive any dependent

information.

Speaker speaker_0: Um, I-

Speaker speaker_2: Is the coverage supposed to be for you and your child or children, or just your-

Speaker speaker_0: Yeah. Just me and my child. I have one kid. Um, I don't have her Social right now, Social Security number right now because she's living in a different state. I have to contact her mother.

Speaker speaker_2: We can put her information in the system and then we'll put zeros for the Social.

Speaker speaker_0: Okay.

Speaker speaker_2: And then once you do get the information, you just give us a call and provide that, okay?

Speaker speaker_0: Okay. Okay.

Speaker speaker_2: Okay. What is her name?

Speaker speaker_0: It's Abigail. A-B-B-A-G-A-I-L. Marie. M-A-R-I-E. Elizabeth Lunsford. Same, same last name.

Speaker speaker_2: Okay. All righty. And what is her date of birth?

Speaker speaker_0: Uh, 1/5 of 2012.

Speaker speaker_2: 1/5 of '12. All righty. Okay, so your weekly deductions are gonna be at $67.48. It will take one to three weeks for the staff at EGC to start making deductions. Once they do, they'll call on Monday through Friday.

Speaker speaker_0: How much is it? How much was it?

Speaker speaker_2: 67.48.

Speaker speaker_0: Okay. And that's, um, that's, uh, all medical

Speaker speaker_3: We're getting that too, right?

Speaker speaker_2: That's all in one day. It... Yes, it's medical, dental, short term disability, life insurance, vision, critical illness, accident.

Speaker speaker_0: So it's pretty much...

Speaker speaker_2: Yeah, all that stuff.

Speaker speaker_0: It's pretty much 30 hours. Okay.

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. Thank you so much.

Speaker speaker_2: Um, and then no problem. Thank you so much for calling. You have a good day.

Speaker speaker_0: All right. Thanks.