

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludofa, pleasure speaking with. This is Tamika Johnson. And how can I assist you? Yes, I wanted to, um, do enrollment for the health insurance. Okay, what's the name of the staffing agency you work for? Wagner. And the last four digits of your social? 5695. All righty, and if you could provide me with your address and date of birth. 6001 Thomaston Road, Apartment 614, Macon, Georgia 31220, and 7/16/81. Okay, I have a different address on file. Did you recently move or give a different one to the staffing? No, it's probably from when I was, um, do you have... What is it, 3601 Mercer University Drive, Apartment... What apartment number was it? 404 I believe, Macon, Georgia 31206. 321- All righty, what's the new address? Uh, it's, um, 6001 Thomaston Road, Apartment 614, Macon, Georgia 3120... I meant 31220. Okay, and, uh, your... I'm sorry, can you repeat your date of birth for me? 7/16/1981. Okay, I have your phone number as 478-765-5157. Mm-hmm. And I have your email address as cheryltamika@gio.com? Mm-hmm. All righty, and do you know what you're wanting to enroll in today? I wanted the health insurance with, uh, the family, with, um, me and my spouse. Okay. Um, so there's two plans that you can choose from as far as medical, the VIP Classics. So, is it for you, your spouse, and your children, or just for you and your spouse? Me and my spouse. Okay, so the VIP Classic is \$35.73 a week for you and your spouse, and the VIP Pro is \$81.13 a week for your spouse, for you and your spouse. The one that's 81, is it, um, is a good one? So these plans, they don't have copays or deductibles, but they only cover to a set dollar amount. Because he had a stroke and, um, I, I don't have any insurance and I want it to be enough to cover the bills. Um, so as far as, like, like... Give me one sec... example. So, for daily hospital confinement, say he is confined to the hospital, um, they cover, with the VIP Classic, or with the VIP Pro, they cover \$50 a day for 30 days if he's confined to the hospital. Um, if he was in the- So he's in critical care? Uh-huh. So inten- the intensive care unit, they cover up to \$100 a day for 20 days. And that's it? Mm-hmm. Okay, I'll... Well, I'll, I'll still get that one because they told me that, um, they have a, um, program too so that'll help also. Okay. Um, did you want to do anything else? Dental, vision, short-term disability, life insurance? Vision. Vision for you and your spouse? Uh-huh. How much life insurance do? Um, life insurance is \$2.36 a week up to the age of 64. They pay up to \$24,000. From 65 to 69, they pay up to 15, and then 70 and over, they pay up to 10. Okay, I'll, uh, with the life insurance, just give me the 15 one. So it's, it's, um, each age bracket, it goes down. So, it starts at \$20,000 up to 64. Then it goes down to \$15,000 up until 69. And then 70 and over, it goes down to 10. Give me the \$20,000. Um, is this for you and your spouse? Yes. Okay, anything else? Uh, no, that's it. All righty, so your weekly deductions are going to be of \$87.51. Okay. It will take one to two weeks for the staffing agency to start making these deductions. Okay. Once they do, the following Monday

you guys become active and then later that week you'll receive your medical card to your email and your vision will go to your residence. All right. What is your spouse's name? Santevious Johnson, S-A-N-T-E-V-I-O-U-S Johnson. And his full Social Security? 257-51-4516. Okay. And date of birth? 05/03/1985. Thanks, who's next? Let me get a number five with a Coke. That'll be it. A five Coke, that's it? Mm-hmm. And who would you like to place as your beneficiary for the term life? Um- For who? It's going to be for, um, both of us, for me, for him, for him, for me. Okay. And do you have any questions? No. All righty, thank you so much for calling. You have a great day. Thank you, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludofa, pleasure speaking with.

Speaker speaker_2: This is Tamika Johnson.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, I wanted to, um, do enrollment for the health insurance.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Wagner.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 5695.

Speaker speaker_1: All righty, and if you could provide me with your address and date of birth.

Speaker speaker_2: 6001 Thomaston Road, Apartment 614, Macon, Georgia 31220, and 7/16/81.

Speaker speaker_1: Okay, I have a different address on file. Did you recently move or give a different one to the staffing?

Speaker speaker_2: No, it's probably from when I was, um, do you have... What is it, 3601 Mercer University Drive, Apartment... What apartment number was it? 404 I believe, Macon, Georgia 31206. 321-

Speaker speaker_1: All righty, what's the new address?

Speaker speaker_2: Uh, it's, um, 6001 Thomaston Road, Apartment 614, Macon, Georgia 3120... I meant 31220.

Speaker speaker_1: Okay, and, uh, your... I'm sorry, can you repeat your date of birth for me?

Speaker speaker_2: 7/16/1981.

Speaker speaker_1: Okay, I have your phone number as 478-765-5157.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I have your email address as cheryltamika@gio.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All righty, and do you know what you're wanting to enroll in today?

Speaker speaker_2: I wanted the health insurance with, uh, the family, with, um, me and my spouse.

Speaker speaker_1: Okay. Um, so there's two plans that you can choose from as far as medical, the VIP Classics. So, is it for you, your spouse, and your children, or just for you and your spouse?

Speaker speaker_2: Me and my spouse.

Speaker speaker_1: Okay, so the VIP Classic is \$35.73 a week for you and your spouse, and the VIP Pro is \$81.13 a week for your spouse, for you and your spouse.

Speaker speaker_2: The one that's 81, is it, um, is a good one?

Speaker speaker_1: So these plans, they don't have copays or deductibles, but they only cover to a set dollar amount.

Speaker speaker_2: Because he had a stroke and, um, I, I don't have any insurance and I want it to be enough to cover the bills.

Speaker speaker_1: Um, so as far as, like, like... Give me one sec... example. So, for daily hospital confinement, say he is confined to the hospital, um, they cover, with the VIP Classic, or with the VIP Pro, they cover \$50 a day for 30 days if he's confined to the hospital. Um, if he was in the-

Speaker speaker_2: So he's in critical care?

Speaker speaker_1: Uh-huh. So inten- the intensive care unit, they cover up to \$100 a day for 20 days.

Speaker speaker_2: And that's it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, I'll... Well, I'll, I'll still get that one because they told me that, um, they have a, um, program too so that'll help also.

Speaker speaker_1: Okay. Um, did you want to do anything else? Dental, vision, short-term disability, life insurance?

Speaker speaker_2: Vision.

Speaker speaker_1: Vision for you and your spouse?

Speaker speaker_2: Uh-huh. How much life insurance do?

Speaker speaker_1: Um, life insurance is \$2.36 a week up to the age of 64. They pay up to \$24,000. From 65 to 69, they pay up to 15, and then 70 and over, they pay up to 10.

Speaker speaker_2: Okay, I'll, uh, with the life insurance, just give me the 15 one.

Speaker speaker_1: So it's, it's, um, each age bracket, it goes down. So, it starts at \$20,000 up to 64. Then it goes down to \$15,000 up until 69. And then 70 and over, it goes down to 10.

Speaker speaker_2: Give me the \$20,000.

Speaker speaker_1: Um, is this for you and your spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, anything else?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: All righty, so your weekly deductions are going to be of \$87.51.

Speaker speaker_2: Okay.

Speaker speaker_1: It will take one to two weeks for the staffing agency to start making these deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Once they do, the following Monday you guys become active and then later that week you'll receive your medical card to your email and your vision will go to your residence.

Speaker speaker_2: All right.

Speaker speaker_1: What is your spouse's name?

Speaker speaker_2: Santevious Johnson, S-A-N-T-E-V-I-O-U-S Johnson.

Speaker speaker_1: And his full Social Security?

Speaker speaker_2: 257-51-4516.

Speaker speaker_1: Okay. And date of birth?

Speaker speaker_2: 05/03/1985.

Speaker speaker_3: Thanks, who's next?

Speaker speaker_2: Let me get a number five with a Coke. That'll be it.

Speaker speaker_3: A five Coke, that's it?

Speaker speaker_1: Mm-hmm. And who would you like to place as your beneficiary for the term life?

Speaker speaker_2: Um-

Speaker speaker_3: For who?

Speaker speaker_2: It's going to be for, um, both of us, for me, for him, for him, for me.

Speaker speaker_3: Okay.

Speaker speaker_1: And do you have any questions?

Speaker speaker_2: No.

Speaker speaker_1: All righty, thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you, bye-bye.