

Transcript: Priscilla

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Full Transcript

Hi, my name is Tara. Good evening. Thank you for calling Benefits in the Card. My name is Priscilla. Who can I... Who do I have the pleasure of speaking with today? This is Rozvan Robinson. All right, Ms. Robinson. Can I have the name of the staffing agency and the last four digits of your social, please? Yeah. It is gonna be DG Staffing and 5280. Okay. Robinson. Rozvan? All right. For security purposes and to ensure I'm on the correct file, can you please verify your full address and date of birth, please? It's breaking up, Ms. Rozvan. Sorry about that. Oh, hold on. Let's see. Okay, is this... Is this better? Yes, ma'am. It is. Okay. 1134 Hardwick Drive in Mebane, North Carolina 27302, and then 9/18/73. Okay, thank you for providing that information. We have a phone number on file, 919-454-3773. Yes. All right, and I have an email on file. It is R... Mr.... rmrobinsongroup@gmail.com? Yes. Okay. How can I assist you tonight? Um, I was calling in regards to an email that I received on April 24th, um, regarding my enrollment. The... It had a question there. But I noticed that they've already deducted money from my paycheck for the benefits and I want to know are the benefits active since I've already been charged for them? Okay, bear with me one second. I'm gonna look at your account. Okay. The benefits seen here on the calendar, the benefits have become active today, so that's what you're seeing the deduction on there. Okay. Um- Yes, ma'am. And your ID cards will be ready by Thursday or Friday this week. Oh, okay. It'll be... Um, I'll be able to print them? Um- Uh. Yes, you'll have them. To go? Mm-hmm. Oh, I was going to say, um, because I actually had two doctor's appointments today, I wasn't sure if the benefits started or not. Um, so would they be covered? Yeah, you... You will be c-... You are. I mean, it's active, so you are covered, but you will be... When will the appointments be? Say that again. When will your appointments be? Well, I had two appointments today. Today? Mm-hmm. Oh. So, yes, they are going to be covered since you're active. Okay, so... Oh, so when I get the card, I just need to give them a call back with the information? Mm-hmm. Okay. Um, where can I see my benefit package to know what my copay and all of that will be? There's a flat fee. Um, there's a flat fee, but there's no copay. But I can send your benefit guide, uh, for you at your email I have here on file. Yeah, that would be great. Would that cover medical and dental and, and all of that other? Yes, ma'am. Okay. Here I have your benefits. We have FreeRx for employee only, dental for employee only, disability for employee only, critical illness, term life, vision, VIP Classic, ID Experts, and Behavioral Health for employee only as well, totaling up to \$41.04 a week. Okay. And I don't have, um... I think the email had asked me, or maybe I got a call, voicemail asking about the dependents. Did I put it... I think I put my son as a dependent. No. But I just found out that he has... He's on insurance. No, he's not on there? Okay. Yeah, we have a beneficiary, but we don't have it determined here. I put a beneficiary there? Yes, uh, person Darian Robinson. Oh, okay. Is that for the life insurance? Yes, that's your child. Mm-hmm. Oh. Oh, okay. Um, and then also, question, if I don't work a week, because this is a

temp agency, right? So if I don't work a week, how does my premium get paid? Do I need to mail in the premium, or how does that work? Yes, you can make a call in regards to that and make a payment. Mm-hmm. Okay. Yes, ma'am. All right. All right. Okay. And if you don't mind- Okay. ... putting you on a brief hold so I can go ahead and send out that information for you? Yes, that's fine. All right, Ms. Robinson. Hi, Ms. Robinson. You still there? Yes, I'm here. Yes, ma'am. So here you... if you're wanting to add your son here, um, as your dependent, you are eligible to add him on here, um, but it does take at least two to three weeks for him to be active. Okay. Um, I don't need to add him now because there's... his own company May 1st. I thought he was gonna have insurance for the whole year. Sorry, Ms. Robinson, you sounded so far away I could not hear you. Uh, yeah, I don't know what's happening with my phone. Oh, you're fine. Can you hear me now? Yes, ma'am. Okay. Uh, I was saying that he has insurance with his own company now. It started May 1st. Okay. So I don't need to add him. Yeah. Okay. I thought he wouldn't have insurance until next year, but he got it at- Okay. ... his own company so he's good. Yeah. Okay. So I just sent off the beneficiary guide for you, I mean, the benefits guide for you, um, for you- Okay. ... to read over, um, all the options there and then... Okay. I just that anyway. Mm-hmm. Okay. Okay. Anything else I can help you with, Ms. Robinson? Uh, that'd be all. All right. Thank you for calling Benefits in the Car and have a wonderful night. You too. Bye-bye. Okay.

Conversation Format

Speaker speaker_0: Hi, my name is Tara.

Speaker speaker_1: Good evening. Thank you for calling Benefits in the Card. My name is Priscilla. Who can I... Who do I have the pleasure of speaking with today?

Speaker speaker_2: This is Rozvan Robinson.

Speaker speaker_1: All right, Ms. Robinson. Can I have the name of the staffing agency and the last four digits of your social, please?

Speaker speaker_2: Yeah. It is gonna be DG Staffing and 5280.

Speaker speaker_1: Okay. Robinson. Rozvan? All right. For security purposes and to ensure I'm on the correct file, can you please verify your full address and date of birth, please? It's breaking up, Ms. Rozvan. Sorry about that.

Speaker speaker_2: Oh, hold on. Let's see. Okay, is this... Is this better?

Speaker speaker_1: Yes, ma'am. It is.

Speaker speaker_2: Okay. 1134 Hardwick Drive in Mebane, North Carolina 27302, and then 9/18/73.

Speaker speaker_1: Okay, thank you for providing that information. We have a phone number on file, 919-454-3773.

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and I have an email on file. It is R... Mr....
rmrobinsongroup@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. How can I assist you tonight?

Speaker speaker_2: Um, I was calling in regards to an email that I received on April 24th, um, regarding my enrollment. The... It had a question there. But I noticed that they've already deducted money from my paycheck for the benefits and I want to know are the benefits active since I've already been charged for them?

Speaker speaker_1: Okay, bear with me one second. I'm gonna look at your account.

Speaker speaker_2: Okay.

Speaker speaker_1: The benefits seen here on the calendar, the benefits have become active today, so that's what you're seeing the deduction on there.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Yes, ma'am. And your ID cards will be ready by Thursday or Friday this week.

Speaker speaker_2: Oh, okay. It'll be... Um, I'll be able to print them?

Speaker speaker_1: Um-

Speaker speaker_2: Uh.

Speaker speaker_1: Yes, you'll have them.

Speaker speaker_2: To go?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Oh, I was going to say, um, because I actually had two doctor's appointments today, I wasn't sure if the benefits started or not. Um, so would they be covered?

Speaker speaker_1: Yeah, you... You will be c-... You are. I mean, it's active, so you are covered, but you will be... When will the appointments be?

Speaker speaker_2: Say that again.

Speaker speaker_1: When will your appointments be?

Speaker speaker_2: Well, I had two appointments today.

Speaker speaker_1: Today?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oh. So, yes, they are going to be covered since you're active.

Speaker speaker_2: Okay, so... Oh, so when I get the card, I just need to give them a call back with the information?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, where can I see my benefit package to know what my copay and all of that will be?

Speaker speaker_1: There's a flat fee. Um, there's a flat fee, but there's no copay. But I can send your benefit guide, uh, for you at your email I have here on file.

Speaker speaker_2: Yeah, that would be great. Would that cover medical and dental and, and all of that other?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Here I have your benefits. We have FreeRx for employee only, dental for employee only, disability for employee only, critical illness, term life, vision, VIP Classic, ID Experts, and Behavioral Health for employee only as well, totaling up to \$41.04 a week.

Speaker speaker_2: Okay. And I don't have, um... I think the email had asked me, or maybe I got a call, voicemail asking about the dependents. Did I put it... I think I put my son as a dependent.

Speaker speaker_1: No.

Speaker speaker_2: But I just found out that he has... He's on insurance. No, he's not on there? Okay.

Speaker speaker_1: Yeah, we have a beneficiary, but we don't have it determined here.

Speaker speaker_2: I put a beneficiary there?

Speaker speaker_1: Yes, uh, person Darian Robinson.

Speaker speaker_2: Oh, okay. Is that for the life insurance?

Speaker speaker_1: Yes, that's your child. Mm-hmm.

Speaker speaker_2: Oh. Oh, okay. Um, and then also, question, if I don't work a week, because this is a temp agency, right? So if I don't work a week, how does my premium get paid? Do I need to mail in the premium, or how does that work?

Speaker speaker_1: Yes, you can make a call in regards to that and make a payment. Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right.

Speaker speaker_1: All right.

Speaker speaker_2: Okay.

Speaker speaker_1: And if you don't mind-

Speaker speaker_2: Okay.

Speaker speaker_1: ... putting you on a brief hold so I can go ahead and send out that information for you?

Speaker speaker_2: Yes, that's fine.

Speaker speaker_1: All right, Ms. Robinson. Hi, Ms. Robinson. You still there?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Yes, ma'am. So here you... if you're wanting to add your son here, um, as your dependent, you are eligible to add him on here, um, but it does take at least two to three weeks for him to be active.

Speaker speaker_2: Okay. Um, I don't need to add him now because there's... his own company May 1st. I thought he was gonna have insurance for the whole year.

Speaker speaker_1: Sorry, Ms. Robinson, you sounded so far away I could not hear you.

Speaker speaker_2: Uh, yeah, I don't know what's happening with my phone.

Speaker speaker_1: Oh, you're fine.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Uh, I was saying that he has insurance with his own company now. It started May 1st.

Speaker speaker_1: Okay.

Speaker speaker_2: So I don't need to add him. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: I thought he wouldn't have insurance until next year, but he got it at-

Speaker speaker_1: Okay.

Speaker speaker_2: ... his own company so he's good. Yeah.

Speaker speaker_1: Okay. So I just sent off the beneficiary guide for you, I mean, the benefits guide for you, um, for you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to read over, um, all the options there and then...

Speaker speaker_2: Okay. I just that anyway.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Anything else I can help you with, Ms. Robinson?

Speaker speaker_2: Uh, that'd be all.

Speaker speaker_1: All right. Thank you for calling Benefits in the Car and have a wonderful night.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Okay.