

Transcript: Priscilla

Torres-5121052725657600-5547802857226240

Full Transcript

Good evening. Thank you for calling Benefits in the Card. My name is Priscilla. Who do I have the pleasure of speaking to? Hello, Patricia. This is Brandon. I was, uh, calling because I got a text from you guys and I was trying to figure out, like, what, what kind of benefits do I get or what's, what's going on? Okay. What staffing agency do you work under and what, uh, is your last four digits? I work, uh, I'm sorry, I work for Surge, the temp service. Okay, so what's the last four digits of your social? 5053. Hmm. What's your last name? Hawkins. H-A-W-K-I-N-S? Yes, ma'am. How long did you start, how long ago did you start working for your company? Uh, I worked a couple weeks ago for a different company and I started a new assignment in a couple days. So, what, two, three weeks since I've really been signed up. Okay. . Brandon? Yes, ma'am. Brandon. Okay. Right, could you confirm your address that we have on file here, and your date of birth, please? Uh, 03/27/84 in 621 Highgrass Court, 8910... I mean, 89011. Okay. I have a phone number, 702-523-7604? Yes. And I have an email at southwest327@gmail.com? Yes. Okay. So, what I'm hearing is that you want to know a little bit more of, uh, VIC and what benefits can be offered? Yeah. Okay. Bear with me one second. Has anybody there in your staffing agency gave you, um, a Benefits in the Card guide? Um... No. I called and talked to them and they said that I have to call this number to figure out what benefits I get, but they said they're gonna start taking \$15 a month, uh, I mean, a week out of my check. So, I'm trying to figure out, like, what, what benefits do I get if they, if they're taking money out? Okay. Do you know, like, what, um, if, uh, what you're interested in or anything or you just wanna know in general everything that they offer you? Uh, dental, like, what dental benefits I need. Uh, my teeth, my teeth worked on, my dental and, um, what else do I need? I can't, I can't remember, but I know my teeth. I was trying to really see if I got any dental under the health. Okay, so what I'm seeing here, we have your VIP Standard, we have a VIP Classic. Um, we have a couple of them that we have offered here. Um, primary care. How much is it for me to get, like, fillings and all that? What, which one I need to fill out to get, like, do I, do I get covered if I go get my teeth cleaned or filled or anything? Or cavity... Oh, in general, you're... So, in general you're just looking more at the dental side? Is that what I'm understanding? Yeah, and then, um, yeah, the dental side and do I get, like, a gym membership or a card or anything like that? 'Cause I know with the other health benefits, I ha- I got a gym membership and I got a Sam's Club card. So, I know you guys be, like, giving out some type of something like that. Yeah, well, you'll get, you'll get your virtual ID cards as well as your physical ID medical cards as well, just depending on the ins-, like, the, the coverage you're looking for and looking more into, you'll get those. Is, is there, like, a website I can go and look at and see, like, all, like, everything, or? I can... Would you, would you like for me to send you a benefits guide so you can see, um, as well while we're reading over? You can check, you can see it yourself as well? Yes, ma'am. Please. Okay. Can you email it to me?

Bear with me one... Yes, sir. Can I email it here to your email address I have, um, on file, southwest327@gmail.com? Yes, ma'am. Okay. Bear with me so I can go ahead and send that information for you. Uh, okay. Mr. Hawkins, you still there? Yes, ma'am. Okay. If you don't mind checking your email at the moment while we're here on call, see if you can check to see if you received that benefits guide that I sent off for you? If it's not- Yes, ma'am. I got it. I got it yet and I'm opening up the little link. All right. So, while we're here on call, we can go ahead and look at that together. Um, and revise that. Okay. Yeah. I got every... so page one through 20? Yes, sir. Mm-hmm. So here- Okay. Let me see. So, you're looking more for the dental side, I believe. So, you have three different options. You have Stay Healthy MEC TelRx, you have VIP Standard and VIP Classic. Now you have a couple of choices if you're gonna do it for yourself or you can- you're gonna do it for yourself or a spouse, yourself or children or your family. You are looking at different price ranges for yourself. If you're looking at a Healthy... Stay Healthy ME- MEC TelRx, you're looking for yourself, \$16.80. If you're looking at VIP Standard for yourself, you're looking at \$17.63. If you're looking for VIP Classic, you're looking at \$19.53 charge for yourself. If you see that- Is that on top of the 15... Uh, is that on top of the \$15 that you're already taking out or is the pr- or would it be changed to that price? That's what, um, you're looking at here. Uh, let's go down to your dental. So here, if you scroll down, uh- No, I'm saying- Uh-huh. What I'm saying is with- with... The- the prices you're saying now, is that adding on to the, to the, to the charge I already have or does this, does it change to that price? No, no, no. It, it's gonna change the price. That's what you're looking at. Okay. Okay. Okay. So if you scroll down a little bit and you go down to the section here where it says, "Additional benefit options," you have, um, options like short-term disability. You have vision, um, dental. If we look down at dental. What page- And then- What page are you on? We're on page three. Oh. Okay. Okay. Okay. I see it right there. Yeah. Uh-huh. If you look down... Uh-huh. Scroll down. If you see down in dental, we have preventative, preventative which covers 100%. Um, basic, uh, dental covers 80%, basic restorative 80%, radiographics 80%, waiting period, and then of course annual maximum is \$750 and deductible if individual, your individual is \$50. If you look for family, it's \$150. So, your weekly deduction for yourself, if you look down there at the first row- Who pays the 80? Who pays the 80%? The 8... Just depending on the plan, yes. Oh, okay. Okay. Mm-hmm. Yeah. Different plans. And if you see at the bottom, your dental weekly deduction, it's just for employee only, \$4.17 is what's gonna be charged for your dental weekly deduction. All right. So if I do a spouse and two kids, how much would that be? If you do a spouse and two kids? Yeah. I'm showing... It's showing you're looking at \$11.01 weekly deduction. Oh, okay. Yeah. I probably have to sign up for that one then. So then how long... how long does it take before the, the coverage start? So if you sign up t- At the end of the year. No. If you sign up today, it'll basically take at least one to two weeks. Um, once you get your first, uh, paycheck, your first, uh, paycheck the Monday after. Once you receive that first paycheck, that's when, um, your active deductions start. Okay. Mm-hmm. All right. That's not too long. All right. Yeah. I'll probably just sign up for that one then and then wherever I can get the dental for the two kids and the spouse and then for myself and then I'll, um- So you're saying- Go ahead. Okay. So is that what you're wanting to enroll, is just the dental?... for employee plus- Oh. ... uh, employee plus child or employee plus family. Yeah, employee plus family and then I haven't had a chance to look at the rest. Should I just wait and look at everything before I'll just add the dental? Yes. Or I can just go in and add more? You can add more if you'd like, if that's easier for you. Yes, sir. You can do

that as well here. You can call back at any time if you want us to put that on file as well. But if you wanna double-check and make sure, just to, you know, make sure and reread every, um, option or benefit that's being offered for you, then you can do that as well. But, um, it's... At the end of the day, it's up to you whether, what you wanna do. Okay. Well, yeah, I wanna do that one right now and then I wanna look through real good and read it 'cause it's a lot. And then see if I wanna add more. Okay. So here for, you're gonna see, you said for yourself and family? Yeah. Okay. So, the employee plus child is just yourself and the child. You're looking at \$11.01. Um, the employee plus family here is \$16.58. Would you like to proceed with that one? And 15- No. \$16, not \$65, right? \$61- No. ... 6 or 65? \$16.58 is what you're looking at employee plus family, and that's yourself and your family, for dental. Yeah. And I pa- And I pay \$15 right now just off the, just the regular? No, uh, you're not enrolled in any- anything else. You're a- actually enrolling right now. And just the- So then where is the other \$15 fee that they're talking about there? That's what I'm trying to understand. Where's the... What, what is the other \$15 fee that's getting taken out there? Bear with me one second. Let me look more into that. I'm gonna put you on a brief hold really quick, so I can go ahead and confirm- Okay. ... that for you there. Okay? All right. No problem. Okay. Mr. Hawkins, is you there? Yes, ma'am. Okay. So the message you received is for new hires from Surge, uh, Staffing Agency. So, uh, what that is, is, uh, it's like for auto enrollment for new hires. Once license, you decided on getting your dental, um, uh, enrolling in dental for yourself and your family, you don't have to worry about the \$15 that they're mentioning there. That's gonna literally like, you're, uh, that's gonna be like- Oh. ... opt out. Okay. Yeah. So you're not- Okay. That's like auto enrollment, uh-huh, for new hires. Yeah. If you don't ac- cep the requirement within those 30 days um- Uh-huh. ... then that's when they auto enroll you. Um, but- Okay. That makes sense. ... you're within that. Mm-hmm. So right now, the dental that you're choosing, the plan that you're choosing is dental for employee and family, is only you're gonna be looking only at \$16.58 deduction a week. Okay. \$16.82 every week? \$16.58. Oh, 58 cents. 16-5-8? Yes, sir. Okay. Yeah, that work. Okay. I'll agree to that. I wanna... I'll do that one for sure. All right. So I just wanna confirm s- the dental, um, enrollment for employee and family, \$16.58? Yes, ma'am. Okay. So I'll go ahead and save that. All right. So here, um, to do that, I need to add your dependents. I need to add your children and your spouse. So, I'm gonna need their information, their first, last name, their date of birth, and their Social Security number. If you don't have their Social Security Numbers, I can put zeros for the meantime until you call back with that information. Uh, well, you wanna give them my information? Mm-hmm. Hmm. Hi, good afternoon. Hi. Yes, ma'am. Is Mr. Hawkins giving permission for you to get that information for you? Yes. Okay. Mm-hmm. All right. So I'll go ahead and add that information. All right. Let's start with the f- uh, let's start with yourself, Ms. Hawkins. I'm gonna go ahead and start- Mm-hmm. ... putting in your information. Shaquilla L. Lun. Okay. It's Shaquilla, S-H-A-Q-U-I-L-L-A. Okay, and last name? And my last name, Lun, L-U-N. L-U-N? L like Lima, U, N like Nancy. Okay. And your social, social security number please? It's 448-80-3500. All right. Let's go ahead and put that here. And what is your date of birth? 3/5/1983. 3/5/1980? Three. All right, bear with me one second. All right, so let's back up. Okay, so we can go ahead and start with your children's, uh, with your children's name, last name, Social Security number, and date of birth. Okay, so it's, um, Ciani, C-I-A-N-I. Okay. Last name, last name is Lun, L-U-N. Her date of birth is 12/4/2008. December... December... Pardon me, sorry. December 4th? Okay, baby, one second. You said '08, right? Yes. All right. December 8th,

'08. That's your son, I believe, right? Daughter- That's a girl. Daughter. December 4th. Yeah, December 4th, 2008. Yeah, that's our daughter. December 4th, okay. What is her Social Security number? It's 671-400554. Okay. We have her down. Okay, who's the next child? They, they need Layla's information. Oh, you gotta give her Ciani, give her Ciani's information, man. Cici- What? You gave her Ciana's information. Okay, Layla, um, my other daughter, uh, I don't have, um, all her information, so I'ma have to call back and update you with that. Okay, bear with me one second. But you got to... Okay. I got Ciani and then I'm gonna- You gotta keep these people occupied right now. Okay. Okay. Yeah, yeah, yeah. Okay, please, just one second. Okay, well... I'ma add, uh, I'ma add my daughter Layla Layla Marcellin, but I don't know her Social Security number by heart. I have it written down and I'm not there where it's written down, so I can't do 0000 at the end if you want. Okay. Do you know her birth date and everything? Uh-huh. Yeah, for sure. Okay, so I can go ahead, and for her Social Security number, I can go ahead and replace those with zeros, and then you can give a call back once you get that information. Okay. Okay, so I can go ahead and take her first and last name, her date of birth, and, um... Okay. I'll take your- Her first name is Layla, L-a-y-l-a. L-a-y-l-a? Yeah, her last name is Marcellin, M-a-r-c-e-l-i-n. Okay. And then her date of birth is August 19th, 2010. What was her date of birth once again? I'm sorry about that. August 19th, 2010. And then, her social I have written down. I don't know her social by heart. Okay, so August 19th, right? Yeah, August 19th, yeah. All right, so I'll, I put in zeros, uh, to place her, for the Social Security number part. Once you get that information, you can go ahead and call back and add that information for them. Okay. Okay, I'll go ahead and save that information. All right, Mr. Hawkins, is there anything else that you would like to add? No, I'ma take a look at everything right now. You just gotta... You did, you did everything I need for right now, just to get the information. I'ma look and double check everything, and then, uh, if I wanna add or whatever, then I'll call you guys back. All right, sounds great, Mr. Hawkins. All right, it was a pleasure to help you. You're welcome. Thank you for calling Benefits The Card. Have a wonderful evening. Appreciate it. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Good evening. Thank you for calling Benefits in the Card. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Hello, Patricia. This is Brandon. I was, uh, calling because I got a text from you guys and I was trying to figure out, like, what, what kind of benefits do I get or what's, what's going on?

Speaker speaker_0: Okay. What staffing agency do you work under and what, uh, is your last four digits?

Speaker speaker_1: I work, uh, I'm sorry, I work for Surge, the temp service.

Speaker speaker_0: Okay, so what's the last four digits of your social?

Speaker speaker_1: 5053. Hmm.

Speaker speaker_0: What's your last name?

Speaker speaker_1: Hawkins.

Speaker speaker_0: H-A-W-K-I-N-S?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: How long did you start, how long ago did you start working for your company?

Speaker speaker_1: Uh, I worked a couple weeks ago for a different company and I started a new assignment in a couple days. So, what, two, three weeks since I've really been signed up.

Speaker speaker_0: Okay. . Brandon?

Speaker speaker_1: Yes, ma'am. Brandon.

Speaker speaker_0: Okay. Right, could you confirm your address that we have on file here, and your date of birth, please?

Speaker speaker_1: Uh, 03/27/84 in 621 Highgrass Court, 8910... I mean, 89011.

Speaker speaker_0: Okay. I have a phone number, 702-523-7604?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have an email at southwest327@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, what I'm hearing is that you want to know a little bit more of, uh, VIC and what benefits can be offered?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Bear with me one second. Has anybody there in your staffing agency gave you, um, a Benefits in the Card guide? Um...

Speaker speaker_1: No. I called and talked to them and they said that I have to call this number to figure out what benefits I get, but they said they're gonna start taking \$15 a month, uh, I mean, a week out of my check. So, I'm trying to figure out, like, what, what benefits do I get if they, if they're taking money out?

Speaker speaker_0: Okay. Do you know, like, what, um, if, uh, what you're interested in or anything or you just wanna know in general everything that they offer you?

Speaker speaker_1: Uh, dental, like, what dental benefits I need. Uh, my teeth, my teeth worked on, my dental and, um, what else do I need? I can't, I can't remember, but I know my teeth. I was trying to really see if I got any dental under the health.

Speaker speaker_0: Okay, so what I'm seeing here, we have your VIP Standard, we have a VIP Classic. Um, we have a couple of them that we have offered here. Um, primary care.

Speaker speaker_1: How much is it for me to get, like, fillings and all that? What, which one I need to fill out to get, like, do I, do I get covered if I go get my teeth cleaned or filled or anything? Or cavity...

Speaker speaker_0: Oh, in general, you're... So, in general you're just looking more at the dental side? Is that what I'm understanding?

Speaker speaker_1: Yeah, and then, um, yeah, the dental side and do I get, like, a gym membership or a card or anything like that? 'Cause I know with the other health benefits, I have I got a gym membership and I got a Sam's Club card. So, I know you guys be, like, giving out some type of something like that.

Speaker speaker_0: Yeah, well, you'll get, you'll get your virtual ID cards as well as your physical ID medical cards as well, just depending on the ins-, like, the, the coverage you're looking for and looking more into, you'll get those.

Speaker speaker_1: Is, is there, like, a website I can go and look at and see, like, all, like, everything, or?

Speaker speaker_0: I can... Would you, would you like for me to send you a benefits guide so you can see, um, as well while we're reading over? You can check, you can see it yourself as well?

Speaker speaker_1: Yes, ma'am. Please.

Speaker speaker_0: Okay. Can you email it to me? Bear with me one... Yes, sir. Can I email it here to your email address I have, um, on file, southwest327@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Bear with me so I can go ahead and send that information for you. Uh, okay. Mr. Hawkins, you still there?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. If you don't mind checking your email at the moment while we're here on call, see if you can check to see if you received that benefits guide that I sent off for you? If it's not-

Speaker speaker_2: Yes, ma'am. I got it. I got it yet and I'm opening up the little link.

Speaker speaker_0: All right. So, while we're here on call, we can go ahead and look at that together. Um, and revise that.

Speaker speaker_2: Okay. Yeah. I got every... so page one through 20?

Speaker speaker_0: Yes, sir. Mm-hmm. So here-

Speaker speaker_2: Okay. Let me see.

Speaker speaker_0: So, you're looking more for the dental side, I believe. So, you have three different options. You have Stay Healthy MEC TelRx, you have VIP Standard and VIP

Classic. Now you have a couple of choices if you're gonna do it for yourself or you can- you're gonna do it for yourself or a spouse, yourself or children or your family. You are looking at different price ranges for yourself. If you're looking at a Healthy... Stay Healthy ME- MEC TelRx, you're looking for yourself, \$16.80. If you're looking at VIP Standard for yourself, you're looking at \$17.63. If you're looking for VIP Classic, you're looking at \$19.53 charge for yourself. If you see that-

Speaker speaker_2: Is that on top of the 15... Uh, is that on top of the \$15 that you're already taking out or is the pr- or would it be changed to that price?

Speaker speaker_0: That's what, um, you're looking at here. Uh, let's go down to your dental. So here, if you scroll down, uh-

Speaker speaker_2: No, I'm saying-

Speaker speaker_0: Uh-huh.

Speaker speaker_2: What I'm saying is with- with... The- the prices you're saying now, is that adding on to the, to the, to the charge I already have or does this, does it change to that price?

Speaker speaker_0: No, no, no. It, it's gonna change the price. That's what you're looking at.

Speaker speaker_2: Okay. Okay. Okay.

Speaker speaker_0: So if you scroll down a little bit and you go down to the section here where it says, "Additional benefit options," you have, um, options like short-term disability. You have vision, um, dental. If we look down at dental.

Speaker speaker_2: What page-

Speaker speaker_0: And then-

Speaker speaker_2: What page are you on?

Speaker speaker_0: We're on page three.

Speaker speaker_2: Oh. Okay. Okay. Okay. I see it right there. Yeah.

Speaker speaker_0: Uh-huh. If you look down... Uh-huh. Scroll down. If you see down in dental, we have preventative, preventative which covers 100%. Um, basic, uh, dental covers 80%, basic restorative 80%, radiographics 80%, waiting period, and then of course annual maximum is \$750 and deductible if individual, your individual is \$50. If you look for family, it's \$150. So, your weekly deduction for yourself, if you look down there at the first row-

Speaker speaker_2: Who pays the 80? Who pays the 80%?

Speaker speaker_0: The 8... Just depending on the plan, yes.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Yeah. Different plans.

Speaker speaker_0: And if you see at the bottom, your dental weekly deduction, it's just for employee only, \$4.17 is what's gonna be charged for your dental weekly deduction.

Speaker speaker_2: All right. So if I do a spouse and two kids, how much would that be?

Speaker speaker_0: If you do a spouse and two kids?

Speaker speaker_2: Yeah.

Speaker speaker_0: I'm showing... It's showing you're looking at \$11.01 weekly deduction.

Speaker speaker_2: Oh, okay. Yeah. I probably have to sign up for that one then. So then how long... how long does it take before the, the coverage start?

Speaker speaker_0: So if you sign up t-

Speaker speaker_2: At the end of the year.

Speaker speaker_0: No. If you sign up today, it'll basically take at least one to two weeks. Um, once you get your first, uh, paycheck, your first, uh, paycheck the Monday after. Once you receive that first paycheck, that's when, um, your active deductions start.

Speaker speaker_2: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: All right. That's not too long. All right. Yeah. I'll probably just sign up for that one then and then wherever I can get the dental for the two kids and the spouse and then for myself and then I'll, um-

Speaker speaker_0: So you're saying-

Speaker speaker_2: Go ahead.

Speaker speaker_0: Okay. So is that what you're wanting to enroll, is just the dental?... for employee plus-

Speaker speaker_1: Oh.

Speaker speaker_0: ... uh, employee plus child or employee plus family.

Speaker speaker_1: Yeah, employee plus family and then I haven't had a chance to look at the rest. Should I just wait and look at everything before I'll just add the dental?

Speaker speaker_0: Yes.

Speaker speaker_1: Or I can just go in and add more?

Speaker speaker_0: You can add more if you'd like, if that's easier for you. Yes, sir. You can do that as well here. You can call back at any time if you want us to put that on file as well. But if you wanna double-check and make sure, just to, you know, make sure and reread every, um, option or benefit that's being offered for you, then you can do that as well. But, um, it's...

At the end of the day, it's up to you whether, what you wanna do.

Speaker speaker_1: Okay. Well, yeah, I wanna do that one right now and then I wanna look through real good and read it 'cause it's a lot. And then see if I wanna add more.

Speaker speaker_0: Okay. So here for, you're gonna see, you said for yourself and family?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, the employee plus child is just yourself and the child. You're looking at \$11.01. Um, the employee plus family here is \$16.58. Would you like to proceed with that one? And 15-

Speaker speaker_1: No. \$16, not \$65, right? \$61-

Speaker speaker_0: No.

Speaker speaker_1: ... 6 or 65?

Speaker speaker_0: \$16.58 is what you're looking at employee plus family, and that's yourself and your family, for dental.

Speaker speaker_1: Yeah. And I pa- And I pay \$15 right now just off the, just the regular?

Speaker speaker_0: No, uh, you're not enrolled in any- anything else. You're a- actually enrolling right now. And just the-

Speaker speaker_1: So then where is the other \$15 fee that they're talking about there? That's what I'm trying to understand. Where's the... What, what is the other \$15 fee that's getting taken out there?

Speaker speaker_0: Bear with me one second. Let me look more into that. I'm gonna put you on a brief hold really quick, so I can go ahead and confirm-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that for you there. Okay?

Speaker speaker_1: All right. No problem.

Speaker speaker_0: Okay. Mr. Hawkins, is you there?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So the message you received is for new hires from Surge, uh, Staffing Agency. So, uh, what that is, is, uh, it's like for auto enrollment for new hires. Once license, you decided on getting your dental, um, uh, enrolling in dental for yourself and your family, you don't have to worry about the \$15 that they're mentioning there. That's gonna literally like, you're, uh, that's gonna be like-

Speaker speaker_1: Oh.

Speaker speaker_0: ... opt out.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. So you're not-

Speaker speaker_1: Okay.

Speaker speaker_0: That's like auto enrollment, uh-huh, for new hires.

Speaker speaker_1: Yeah.

Speaker speaker_0: If you don't accept the requirement within those 30 days um-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... then that's when they auto enroll you. Um, but-

Speaker speaker_1: Okay. That makes sense.

Speaker speaker_0: ... you're within that. Mm-hmm. So right now, the dental that you're choosing, the plan that you're choosing is dental for employee and family, is only you're gonna be looking only at \$16.58 deduction a week.

Speaker speaker_1: Okay. \$16.82 every week?

Speaker speaker_0: \$16.58.

Speaker speaker_1: Oh, 58 cents. 16-5-8?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah, that work.

Speaker speaker_0: Okay.

Speaker speaker_1: I'll agree to that. I wanna... I'll do that one for sure.

Speaker speaker_0: All right. So I just wanna confirm s- the dental, um, enrollment for employee and family, \$16.58?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I'll go ahead and save that. All right. So here, um, to do that, I need to add your dependents. I need to add your children and your spouse. So, I'm gonna need their information, their first, last name, their date of birth, and their Social Security number. If you don't have their Social Security Numbers, I can put zeros for the meantime until you call back with that information.

Speaker speaker_1: Uh, well, you wanna give them my information?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hmm.

Speaker speaker_3: Hi, good afternoon.

Speaker speaker_0: Hi. Yes, ma'am. Is Mr. Hawkins giving permission for you to get that information for you?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: All right. So I'll go ahead and add that information. All right. Let's start with the f- uh, let's start with yourself, Ms. Hawkins. I'm gonna go ahead and start-

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: ... putting in your information.

Speaker speaker_4: Shaquilla L. Lun.

Speaker speaker_0: Okay.

Speaker speaker_4: It's Shaquilla, S-H-A-Q-U-I-L-L-A.

Speaker speaker_0: Okay, and last name?

Speaker speaker_4: And my last name, Lun, L-U-N.

Speaker speaker_0: L-U-N?

Speaker speaker_4: L like Lima, U, N like Nancy.

Speaker speaker_0: Okay. And your social, social security number please?

Speaker speaker_4: It's 448-80-3500.

Speaker speaker_0: All right. Let's go ahead and put that here. And what is your date of birth?

Speaker speaker_4: 3/5/1983.

Speaker speaker_0: 3/5/1980?

Speaker speaker_4: Three.

Speaker speaker_0: All right, bear with me one second. All right, so let's back up. Okay, so we can go ahead and start with your children's, uh, with your children's name, last name, Social Security number, and date of birth.

Speaker speaker_4: Okay, so it's, um, Ciani, C-I-A-N-I.

Speaker speaker_0: Okay.

Speaker speaker_4: Last name, last name is Lun, L-U-N. Her date of birth is 12/4/2008.

Speaker speaker_0: December... December... Pardon me, sorry. December 4th? Okay, baby, one second. You said '08, right?

Speaker speaker_4: Yes.

Speaker speaker_0: All right. December 8th, '08. That's your son, I believe, right? Daughter-

Speaker speaker_4: That's a girl.

Speaker speaker_0: Daughter.

Speaker speaker_4: December 4th. Yeah, December 4th, 2008. Yeah, that's our daughter.

Speaker speaker_0: December 4th, okay. What is her Social Security number?

Speaker speaker_4: It's 671-400554.

Speaker speaker_0: Okay. We have her down. Okay, who's the next child?

Speaker speaker_1: They, they need Layla's information.

Speaker speaker_4: Oh, you gotta give her Ciani, give her Ciani's information, man. Cici-

Speaker speaker_1: What?

Speaker speaker_4: You gave her Ciana's information. Okay, Layla, um, my other daughter, uh, I don't have, um, all her information, so I'ma have to call back and update you with that.

Speaker speaker_0: Okay, bear with me one second.

Speaker speaker_1: But you got to... Okay.

Speaker speaker_0: I got Ciani and then I'm gonna-

Speaker speaker_1: You gotta keep these people occupied right now.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Yeah, yeah, yeah.

Speaker speaker_0: Okay, please, just one second. Okay, well...

Speaker speaker_1: I'ma add, uh, I'ma add my daughter Layla Layla Marcellin, but I don't know her Social Security number by heart. I have it written down and I'm not there where it's written down, so I can't do 0000 at the end if you want.

Speaker speaker_0: Okay. Do you know her birth date and everything?

Speaker speaker_1: Uh-huh. Yeah, for sure.

Speaker speaker_0: Okay, so I can go ahead, and for her Social Security number, I can go ahead and replace those with zeros, and then you can give a call back once you get that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so I can go ahead and take her first and last name, her date of birth, and, um...

Speaker speaker_1: Okay.

Speaker speaker_0: I'll take your-

Speaker speaker_1: Her first name is Layla, L-a-y-l-a.

Speaker speaker_0: L-a-y-l-a?

Speaker speaker_1: Yeah, her last name is Marcellin, M-a-r-c-e-l-i-n.

Speaker speaker_0: Okay.

Speaker speaker_1: And then her date of birth is August 19th, 2010.

Speaker speaker_0: What was her date of birth once again? I'm sorry about that.

Speaker speaker_1: August 19th, 2010. And then, her social I have written down. I don't know her social by heart.

Speaker speaker_0: Okay, so August 19th, right?

Speaker speaker_1: Yeah, August 19th, yeah.

Speaker speaker_0: All right, so I'll, I put in zeros, uh, to place her, for the Social Security number part. Once you get that information, you can go ahead and call back and add that information for them.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, I'll go ahead and save that information. All right, Mr. Hawkins, is there anything else that you would like to add?

Speaker speaker_1: No, I'ma take a look at everything right now. You just gotta... You did, you did everything I need for right now, just to get the information. I'ma look and double check everything, and then, uh, if I wanna add or whatever, then I'll call you guys back.

Speaker speaker_0: All right, sounds great, Mr. Hawkins. All right, it was a pleasure to help you. You're welcome. Thank you for calling Benefits The Card. Have a wonderful evening.

Speaker speaker_1: Appreciate it. Thank you.

Speaker speaker_0: Thank you.