

Transcript: Priscilla

Torres-5339451137376256-5003705759219712

Full Transcript

Good evening. Thanks for ... choosing to call our line. My name is Priscilla. Who do I have the pleasure of speaking to? Uh, my name is Samuel Dinero. All right. Bear with me one second. Okay. What is the staffing agency you work for and what's the last four digits of your Social Security number? ManCan Staffing and then, uh, 8786. Please bear with me one sec. All right. You said, what was the staffing agency? ManCan. ManCan, okay. And the last four were? 8786. 87... Sorry. 86. Okay. Your last name? Dinero. Dinero. Let me see if you pop up here. Sam? Yes. All right, perfect. All right, can you confirm the address that we have on file please and your date of birth? 724 West Eastcider Street, Crestline, Ohio and then 5/8/1997. Okay. And we got a phone number on file, 419-512-46-, I mean, 4962? Yes. And then I have an email. It is samdinero@yahoo.com? Yes. Okay. How can I assist you, Mr. Dinero? I am just trying to sign up for, uh, um, what's it called? Health thing, uh, insurance. Health insurance, yeah. You're trying to sign up for health insurance? Okay. Bear with me. Let's see here. All right. Bear with me one second. I'm gonna put you on a brief hold, if you don't mind. Okay. Right. Sorry about that, Mr. Dinero. I was trying to confirm that you were here. Um, you qualified for enrollment, so you're really good. You're good. Um, do you know what coverages or plans, uh, that you were interested of having? Um, just the basic one. The one person dental, uh, and eye and the other one. So dental and vision? Yes. Okay. And let's go down here. So I just want to, um, uh, mention to you and update you, um, these are under Section 125, um, which are IRS regulations. So these, once you, um, once you sign up for these or you enroll for these, you cannot opt out or out of, um, these coverages. Oh- Do you want to proceed with that? Uh, yeah. Okay. So you said for employee only for yourself, you're looking for dental and vision? Uh, I mean, yeah, but the... Also the regular, like, to where I can go into the emergency room if I need to, basically. Not just dental and vision. You're looking for medical as well for yourself? Yes. Okay. So here, uh, we're seeing the price for dental is \$3.38. Uh, for yourself, um, medical, you're looking for yourself at, if you choose VIP Standard, then you're looking at \$16.22, um, for medical. And if you're looking at VIP Classic, you're looking at \$17.88. Um, and then Vision, you're looking at \$1.96, no, \$1.99 for yourself. Okay, so do the, uh, Classic, the, the better one. Okay. So I'll go ahead and click for your medical, Classic. We're doing dental for yourself, it's \$3.38. And Vision is \$1.99. Okay. Okay. Anything else that you want to enroll in other than those three? No, ma'am. That'll be it. Okay. You're looking at a total of \$23.25, um, that are gonna be deducted out of your account weekly. Okay. You, are you okay with that? Yes. All right. I'll go ahead and save that. Okay. Just to let you know that the deductions would not start until the Monday after your first, um, paycheck. So it's the Monday after you receive your first paycheck. Okay. All right. And, uh, it'll... You'll start seeing those within the first one or two weeks. Okay, cool. All right. Well, we're gonna go ahead and proceed with that. Is there anything else that we can help you out

with, Mr. Dinero? No, that'll be it. Thank you. Thank you so much and thank you for calling Benefits in the Car. Have a wonderful day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Good evening. Thanks for

Speaker speaker_1: ... choosing to call our line. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_2: Uh, my name is Samuel Dinero.

Speaker speaker_0: All right. Bear with me one second. Okay. What is the staffing agency you work for and what's the last four digits of your Social Security number?

Speaker speaker_2: ManCan Staffing and then, uh, 8786.

Speaker speaker_0: Please bear with me one sec. All right. You said, what was the staffing agency?

Speaker speaker_2: ManCan.

Speaker speaker_0: ManCan, okay. And the last four were?

Speaker speaker_2: 8786.

Speaker speaker_0: 87... Sorry.

Speaker speaker_2: 86.

Speaker speaker_0: Okay. Your last name?

Speaker speaker_2: Dinero.

Speaker speaker_0: Dinero. Let me see if you pop up here. Sam?

Speaker speaker_2: Yes.

Speaker speaker_0: All right, perfect. All right, can you confirm the address that we have on file please and your date of birth?

Speaker speaker_2: 724 West Eastcider Street, Crestline, Ohio and then 5/8/1997.

Speaker speaker_0: Okay. And we got a phone number on file, 419-512-46-, I mean, 4962?

Speaker speaker_2: Yes.

Speaker speaker_0: And then I have an email. It is samdinero@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. How can I assist you, Mr. Dinero?

Speaker speaker_2: I am just trying to sign up for, uh, um, what's it called? Health thing, uh, insurance. Health insurance, yeah.

Speaker speaker_0: You're trying to sign up for health insurance? Okay. Bear with me. Let's see here. All right. Bear with me one second. I'm gonna put you on a brief hold, if you don't mind.

Speaker speaker_2: Okay.

Speaker speaker_0: Right. Sorry about that, Mr. Dinero. I was trying to confirm that you were here. Um, you qualified for enrollment, so you're really good. You're good. Um, do you know what coverages or plans, uh, that you were interested of having?

Speaker speaker_2: Um, just the basic one. The one person dental, uh, and eye and the other one.

Speaker speaker_0: So dental and vision?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And let's go down here. So I just want to, um, uh, mention to you and update you, um, these are under Section 125, um, which are IRS regulations. So these, once you, um, once you sign up for these or you enroll for these, you cannot opt out or out of, um, these coverages.

Speaker speaker_2: Oh-

Speaker speaker_0: Do you want to proceed with that?

Speaker speaker_2: Uh, yeah.

Speaker speaker_0: Okay. So you said for employee only for yourself, you're looking for dental and vision?

Speaker speaker_2: Uh, I mean, yeah, but the... Also the regular, like, to where I can go into the emergency room if I need to, basically. Not just dental and vision.

Speaker speaker_0: You're looking for medical as well for yourself?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So here, uh, we're seeing the price for dental is \$3.38. Uh, for yourself, um, medical, you're looking for yourself at, if you choose VIP Standard, then you're looking at \$16.22, um, for medical. And if you're looking at VIP Classic, you're looking at \$17.88. Um, and then Vision, you're looking at \$1.96, no, \$1.99 for yourself.

Speaker speaker_2: Okay, so do the, uh, Classic, the, the better one.

Speaker speaker_0: Okay. So I'll go ahead and click for your medical, Classic. We're doing dental for yourself, it's \$3.38. And Vision is \$1.99.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Anything else that you want to enroll in other than those three?

Speaker speaker_2: No, ma'am. That'll be it.

Speaker speaker_0: Okay. You're looking at a total of \$23.25, um, that are gonna be deducted out of your account weekly.

Speaker speaker_2: Okay.

Speaker speaker_0: You, are you okay with that?

Speaker speaker_2: Yes.

Speaker speaker_0: All right. I'll go ahead and save that. Okay. Just to let you know that the deductions would not start until the Monday after your first, um, paycheck. So it's the Monday after you receive your first paycheck.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. And, uh, it'll... You'll start seeing those within the first one or two weeks.

Speaker speaker_2: Okay, cool.

Speaker speaker_0: All right. Well, we're gonna go ahead and proceed with that. Is there anything else that we can help you out with, Mr. Dinero?

Speaker speaker_2: No, that'll be it. Thank you.

Speaker speaker_0: Thank you so much and thank you for calling Benefits in the Car. Have a wonderful day.

Speaker speaker_2: You as well.

Speaker speaker_0: Thank you.