

## **Transcript: Priscilla**

**Torrales-5515111482966016-5615469702070272**

### **Full Transcript**

Okay, then, thank you for calling Benefits in a Card. My name's Priscilla. Who do I have the pleasure of speaking to? Hi, uh, my name's Eduardo Ferrari. Um, I was calling regarding a form I have to sign. I'm gonna be employed with, um, Wagner Staffing, uh, for Bridgestone Golf for two months this summer, um, and for an internship. And I'm signing all this paperwork and I came across the MEC Auto-Enrollment Acknowledgment for new hires. Um. Okay. And I'm reading that there's a premium of \$14.01 that will be deducted on a weekly basis. Okay. What is the last four digits of your Social Security number? It's 3099. 3-0-9-9. Can you say your last name? Ferrari. Can you spell that for me? F-E-R-R-A-R-I. And your first name, hmm? Uh, E-D-O-A-R-D-O. E-D-O-A-R-D-O? Yeah. Okay. It's not popping up anywhere. It's not? Well, I'm signing all the forms now and this is one of the last ones I have to sign. Hmm. Okay, so you haven't started with them yet, right? Uh, I've, I have just this one and then the BIC enrollment form and then the CTIWOTC form, and then I'm done. But I have signed the rest, the onboarding ones. Okay. I was just, I was just asking for information on generally what it is. Oh, so is that what you want? You're res- you're wanting information on... Yeah. ... for the staffing agency, um, about what they offer? Sorry? Is that what you were looking for? Yeah. You're looking for information on the benefits, like coverages and everything? Well, I'm just... I just wanted information on why \$14 would be deducted and if it's a medical insurance or not. I'm a little confused on what it is. Okay. You are not popping out on my... You're not popping out on my sis phone. Hmm. And, um, does it say what... Does it show benefits and a card? Yeah, it says, "Call for benefits and a card at this number," and I called it. It's on the form that I have to sign. Right, okay. I wonder why you don't pop up. That's why I'm, like, looking through here. You should. Yeah, I- I just, I, I just wanted to understand if it's a medical insurance or not. Oh, this? This is basically in general. This is... They offer, like, coverages for, like, vision, you know, like medical, vision, dental. Um... Yeah, and- And they have the different plans. Mm-hmm. Okay. And I- if I already have this, I, I can decline this, right? You can within the 30 days, yes. If you pass those 30 days, um, of that proceeding for declination, then you could be automatically enrolled. Okay. And they will proceed with the deductions on your, on your first check. Mm-hmm. Okay. Sounds good. Thank you. That's all I needed to know. All right. Okay, perfect, Mr. Ferrari. Anything else I can help with? Uh, no, thank you. All right. Thank you for calling Benefits in a Card. Have a wonderful day. You as well. Thanks. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Okay, then, thank you for calling Benefits in a Card. My name's Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker\_1: Hi, uh, my name's Eduardo Ferrari. Um, I was calling regarding a form I have to sign. I'm gonna be employed with, um, Wagner Staffing, uh, for Bridgestone Golf for two months this summer, um, and for an internship. And I'm signing all this paperwork and I came across the MEC Auto-Enrollment Acknowledgment for new hires. Um.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I'm reading that there's a premium of \$14.01 that will be deducted on a weekly basis.

Speaker speaker\_0: Okay. What is the last four digits of your Social Security number?

Speaker speaker\_1: It's 3099. 3-0-9-9.

Speaker speaker\_0: Can you say your last name?

Speaker speaker\_1: Ferrari.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: F-E-R-R-A-R-I.

Speaker speaker\_0: And your first name, hmm?

Speaker speaker\_1: Uh, E-D-O-A-R-D-O.

Speaker speaker\_0: E-D-O-A-R-D-O?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. It's not popping up anywhere.

Speaker speaker\_1: It's not? Well, I'm signing all the forms now and this is one of the last ones I have to sign.

Speaker speaker\_0: Hmm. Okay, so you haven't started with them yet, right?

Speaker speaker\_1: Uh, I've, I have just this one and then the BIC enrollment form and then the CTIWOTC form, and then I'm done. But I have signed the rest, the onboarding ones.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I was just, I was just asking for information on generally what it is.

Speaker speaker\_0: Oh, so is that what you want? You're res- you're wanting information on...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... for the staffing agency, um, about what they offer?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Is that what you were looking for?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: You're looking for information on the benefits, like coverages and everything?

Speaker speaker\_1: Well, I'm just... I just wanted information on why \$14 would be deducted and if it's a medical insurance or not. I'm a little confused on what it is.

Speaker speaker\_0: Okay. You are not popping out on my... You're not popping out on my sis phone.

Speaker speaker\_1: Hmm.

Speaker speaker\_0: And, um, does it say what... Does it show benefits and a card?

Speaker speaker\_1: Yeah, it says, "Call for benefits and a card at this number," and I called it. It's on the form that I have to sign.

Speaker speaker\_0: Right, okay. I wonder why you don't pop up. That's why I'm, like, looking through here. You should.

Speaker speaker\_1: Yeah, I- I just, I, I just wanted to understand if it's a medical insurance or not.

Speaker speaker\_0: Oh, this? This is basically in general. This is... They offer, like, coverages for, like, vision, you know, like medical, vision, dental. Um...

Speaker speaker\_1: Yeah, and-

Speaker speaker\_0: And they have the different plans. Mm-hmm.

Speaker speaker\_1: Okay. And I- if I already have this, I, I can decline this, right?

Speaker speaker\_0: You can within the 30 days, yes. If you pass those 30 days, um, of that proceeding for declination, then you could be automatically enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And they will proceed with the deductions on your, on your first check. Mm-hmm.

Speaker speaker\_1: Okay. Sounds good. Thank you. That's all I needed to know.

Speaker speaker\_0: All right. Okay, perfect, Mr. Ferrari. Anything else I can help with?

Speaker speaker\_1: Uh, no, thank you.

Speaker speaker\_0: All right. Thank you for calling Benefits in a Card. Have a wonderful day.

Speaker speaker\_1: You as well.

Speaker speaker\_0: Thanks. Bye-bye.