

Transcript: Sara

Marulanda-5469623811489792-5343853747290112

Full Transcript

... for calling back. It's hard to hear me. Can I have- Yes, I didn't hear you. My phone was breaking up. Okay. We can't hear you. Wait a minute, let me take you off the speaker. Okay. Yes, ma'am. This is Miss Connie Gilmore Jones. I am a Temps Staff employee, and I was trying to call and see if it was not too late for me to opt in on some of the, um, benefits in the card, uh, plan. Okay. Um, so may I have please... You said- Ma'am, I, I can't hear you. Are you with Temp Staff? Yes, ma'am. I'm sorry, ma'am. We're in a land, a line. So, I don't know. Okay. Uh, may I have the last four of your Social? 8565. Connie Gilmore Johns? Yes, ma'am. Miss Johnson, just for security purposes, can you please verify your address? Yes. Um, the one on file should be 2051 Robinson Street, Jackson, Mississippi 39209. Or it could be 130 Washington Street, Hazlehurst, Mississippi 39083. It's the Robinson Street, that's the, the one we have on the system. Do you want to leave that one or you want to change it? Yes, you can leave that one. Okay. And, uh, your date of birth, ma'am? March the 9th, 1968. Okay. And is your email johnsonconny06@gmail.com? That's it. Phone number 601-717-3333? Yes, ma'am, that's correct. All righty, ma'am. Let me put you on hold for a minute while I do the math to see the... Your personal open enrollment, okay? Okay. I'll be right back with you, ma'am. All right, thank you. You're welcome. Hello, Miss Johns? Do you still there? Yes, ma'am. Yes, ma'am. Thank you for waiting, ma'am. Yes, ma'am, today is Tuesday. Ma'am? Today's the last day that you are allowed to enroll. Yes, ma'am. That's... I want to go ahead and enroll in a couple of those, um, different, um, policies. Sure, ma'am. What would you like to enroll? Did you know which ones? Okay. Yes, yes, ma'am. I want to do the short-term, the short-term disability. Okay. And that is, what is it, four- It's going to be four... Four dollars and 20 cents per week. Okay, so that'll come out, since we get paid every two weeks, so that'll be like \$8 or \$9 each pay period, right? Yes, ma'am, that's correct. Okay, so I want to do the short-term disability, and then also I want to do the, uh, I think it's the term life. Term life, okay. For yourself only? Uh, for myself and spouse. Yourself and your spouse. It's going to be 90 cents per week. Okay. Yes, a dollar and 80 every two weeks. Anything else that you would like to enroll add? No, ma'am, I think those are it. I think I'm just stick with the regular medical plans and dent- dental and vision that I already have with the employer. Okay, perfect. So, in that case, okay, I'm gonna need first your spouse information as a dependent. I need his first name. Yes, Williams. W-I-A-M-S. Williams? Yes, ma'am. Any middle initial? E as in Edward. And his last name? Hughes. H-U-G-H-E-S. Okay. Can you repeat that for me? I'm sorry. H-U-G- H-U-G-H-E-S. H-E-S, yes. And, uh, his Social Security number? 587-17-9855. 58717-9855. Yes, ma'am. And his date of birth? Um, April 17th, 1969. Okay, ma'am. Thank you very much. And one more thing, in case, um, something happened to you, who would you like to receive your term life benefits? Um, it would be JaLee. Can you say the first name? J-A... J-A... L-E-E. Middle initial? C. And last name? Brown. B-R-O-W-N. And the relationship

with you? Daughter. Um, 100% for her? Uh, so I wanna... Can I do 50/50? Yes. Or can she be the... Okay, yes, ma'am. Let me do it 50/50. Okay, give me just a minute, please. Okay. Okay, and the next dependent? It is Pequana and that is P as in Paul, E-Q-U-A-W-N-A Davis. D-A-V-I-S. Okay, and the relationship with you? Daughter. Okay, and it's 50% for her as well. Mm-hmm. Okay, I got them all. Uh, you need to allow one to two weeks for your employer to start making deductions. Once you see the first deduction and if we receive the money by the following Monday, that's when the coverage become active. Okay, ma'am? Okay. Okay. Okay. Other than that, is there anything else that I can help you with? No, ma'am. Look, so let me ask a question. Mm-hmm. With the short-term disability, um, is there like a waiting period or a time that, you know, y- that you have to wait before if you needed to use it or was going to use it? Hmm. Okay, let me read that for you. Okay. Okay. They have a... There is no waiting period. Once it became active, um, it's, it's ready to use. Um, but it has an elimination period of seven days. Okay. So the- Okay. ... the first seven days once you create the claim, the first seven days is not going to be paid, but then after- Mm-hmm. ... the seven days, they're going to start paying. Okay, then. All right, thank you so much. I just wanted to ask about that and I think that's... I think that's all I wanted to opt in on. All righty, ma'am. Perfect. So, thank you for calling Benefits in a Cup. Wish you too have a wonderful day, ma'am. You too. Thank you. Oh, let me ask one more question. One more question. Sure. I'm sorry. Don't worry. There was something I did, I didn't see anything, but I just didn't want to be overlooking it. Was there anything in there pertaining to like a cancer policy or anything? Cancer just say, let me see. Okay. Um, the medical plans, uh... Okay. Um, the, the, the medical plans they have a critical illness rider plus cancer. The benefit is... Okay. Critical illness benefit rider individual spouse, spouse or children would be for the individual \$5,000, for the spouse \$2,500, and for the children, \$1,250 and that's for the BIP standard. Okay. Um, the benefit amount payable is 100% for invasive cancer, heart attack, permanent damage due to a stroke, major organ failure or end-stage renal failure. 25% for carcinoma in situ and, um, which is not include in elite plan. Okay. So, it will be on the BIP standard. Okay, and that was like 500 and something? For just the spouse- Um, \$5,000 for the employee, \$2,500 for the spouse and \$1,250 for the children. Like if you- Okay, and the premium... And the premium is... Is that what the premiums are? Okay, no. That's what they- Oh. ... they cover for the critical illness or the cancer. Okay. Okay. Like if... The premium will be, for yourself only, it will be standard \$18.76 per week. For employee plus spouse, \$35.64 and for employee plus children, \$31.16 and for the whole family, \$47.48. That's weekly- Okay. ... deductions. Okay, I... Okay, I think I'm okay on that. So, just the ones- Okay. ... that I just did. Yes, ma'am. Okay, ma'am. Perfect. So, thank you for calling Benefits in a Cup. Wish you too have a wonderful day, ma'am. Okay, you too. Thank you. Thank you very much. Have a good night. All right. Bye-bye. You too. Bye-bye. Thank you.

Conversation Format

Speaker None: ... for calling back. It's hard to hear me. Can I have- Yes, I didn't hear you. My phone was breaking up. Okay. We can't hear you. Wait a minute, let me take you off the speaker. Okay. Yes, ma'am. This is Miss Connie Gilmore Jones. I am a Temps Staff employee, and I was trying to call and see if it was not too late for me to opt in on some of the,

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