

## Transcript: Sara

**Marulanda-5537417091792896-5627116426805248**

### Full Transcript

Thank you for calling Benefit Center Card. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Timothy Dailey Junior. Hello, uh, Mr. Dailey Junior. How may I help you? Uh, I'm wanting to get insurance. Sure, I can help you with that. And may I have, please, the name of the agency that you are working with and the last four of your Social? Walmart. I'm, I'm sorry? Crown. Crown. Crown. Crown. Crown. Crown Services, okay. And the last four of your Social? 9213. Thank you very much, Mr. Timothy Dailey. And just for security purposes, sir, can you please verify your address and date of birth? 1890, uh, 250 Leon Boulevard, Boonstown, Kentucky, 41097. And is your email timbo's lies9026@gmail.com? Yes. And is your phone number 859-428-6270? Yes. Thank you very much. And when did you start working with the company, sir? What's that? When do you start working with the company? Uh, last week was my first week. Okay. Uh, because the, the information we have here is, uh, from back, back from, uh, 2019. So I need to send an eligibility review request, uh, to the main office, and one, once they update the system, I will be able to help you enroll in. But, uh, at this moment, I cannot do it. They said, waiting for it. Called me yesterday and said I was eligible. Okay, let me see that. Hold on please. Eligibility review. Okay, let me open this one. Oh, yes, sir. Yes, you're correct, 100% correct, yes. Did you already know what you would like to enroll at? Uh, just a basic, uh, health plan. Okay, um, the basic medical or preventative? What? Okay, there is, there is, uh, two different plans. One is just prevention. That one will cover one physical exam examination, vaccinations, uh, colonoscopy, tests like, um, HIV, um, hepatitis, stuff like that. And the other plan is the one that will help you cover some of the, um, doctor visitations if you are sick, like, uh, like if you need to go to the hospital, or, or, uh, if you needed surgery, uh, the one that will help you cover some of those expensive is VIP Standard, which is different than the other one. But it's- Yeah, that one. The, the VIP Standard? Okay. Is that gonna be just for yourself? Um, for myself and, uh, three kids. Employee plus children. Okay, VIP Standard is the one that less cover, and VIP Classic is the one that will cover a little bit more. The Standard will cost y- I'm not sure what you're saying. Okay, look. The Standard will cost you \$26.74, and the Classic will cost you \$29.53. Those are weekly deductions. The main difference between these two plans is the Standard will not cover any, uh, intensive care unit, or rehabilitation benefit, or preventive surgery in a physician's office, or preventive surgery in hospital. But the VIP Classic will co- will help you cover that. So my question is which one do you want? Okay, let's do that one. The Classic. Okay, sir. So that's gonna be for employee plus child. Um, anything else that you would like to enroll at? Any other plan? Um, do you all have vision and dental? Yes, sir. Vision will cost for you three, well, for you and your kids, that is gonna be \$4.95. And the dental is gonna be \$9.33. Okay, let's do that. Okay. Anything else? Uh, short-term disability, critical illness, um, term life, anything like that, or not? Uh, no. All righty, sir. Perfect.

So your total weekly deduction is gonna be \$43.81. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. Now, I'm gonna need the dependence information. How many children is out there? How many children is present? How many? Uh, three kids, three. Okay, perfect. Okay, so I'm gonna need their names, last names, gender, date of birth, and Social Security number. All right. I have everything but their Social Security number. Okay, so in that case, we can, uh, put zeroes as the Social Security number, but you will need to give us a call back, uh, with the information ASAP. Okay? Yes. All right. Let's, uh, start with the first one. Uh, give me a first name, please. Uh, Kennedy. K-E-N-N-E-D-I-E. Okay. Any middle initial? R. R., okay. And... And- ... last name? Daly. All right. Okay. Give me just a minute, please. Okay. It's a child, it's a male. Uh, his date of birth? Female. Female. Oh, it's a female. Okay, thank you. Uh, her date of birth? May 31st, 2011. Okay. Okay. The next dependent. Hello, who is the next child? Uh, Dylan Daly. D-Y-L-A-N. Boy or girl? It's a boy or girl? A boy. And his date of birth? March 16, 2015. Okay, the next child. Paislee. P-A-I-S-L, L-E-E. Okay, I'm sorry. It was breaking up. Ah, what, P-A-I, what else? No, it's P as in Paul. Okay. P. P-A-I. P-A-I. S. As in Sierra? Yes. Okay. L-E-E. Paislee, okay. Last name? Uh, Daly. Okay. Paislee's a female or male? Female. And her date of birth? August 24th, '23. Oh, I got it. Okay, I got them all. So, um, yes, just give us a call back, uh, whenever you got the Social Security number. Any person can help you with that. I just gonna notate the account. Okay. Okay. Other than that, sir, is there anything else that I can help you with? Um, no, I, I don't think so. Oh, okay, sir. So thank you for calling Benefits in a Car. We wish you two have a wonderful day. All right. Thank you. You're more than welcome. Hmm, bye-bye. Bye-bye. Oh. Yes, sir. Are you still there? Yes. Uh, when should I expect cards in the mail? Okay. Um, once you see the first deductions, you need to allow one to two weeks for Crown to start making deductions. Once you see the first deduction, if we, we receive the payment by the following Monday, that day will be the day when they start processing the police and numbers and ID cards, and they will be ready between Thursday and Friday. If you have not received them on Thursday or Friday after the first deduction, just give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. All right. That sounds good. Okay, sir. So, anything else that I can help you with? No, that's all. All righty, Mr. Daly. So thank you for calling Benefits in a Car. Wish you two have a wonderful day, sir. All right. You, too. Thank you. Thank you very much. Bye-bye. Bye-bye.

## Conversation Format

Speaker None: Thank you for calling Benefit Center Card. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Timothy Dailey Junior. Hello, uh, Mr. Dailey Junior. How may I help you? Uh, I'm wanting to get insurance. Sure, I can help you with that. And may I have, please, the name of the agency that you are working with and the last four of your Social? Walmart. I'm, I'm sorry? Crown. Crown. Crown. Crown. Crown. Crown Services, okay. And the last four of your Social? 9213. Thank you very much, Mr. Timothy Dailey. And just for security purposes, sir, can you please verify your address and date of birth? 1890, uh, 250 Leon Boulevard, Boonstown, Kentucky, 41097. And is your email timbo's lies9026@gmail.com? Yes. And is your phone number 859-428-6270? Yes. Thank

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