

Transcript: VICTORIA

Taylor-4527053995687936-5841669329698816

Full Transcript

Calling for that card. This is Victoria. How can I help you? How you doing, ma'am? Good. How are you? I called, I think it was Thursday, to set up my, um, uh- um, benefits for like when you get sick and all this. I was trying to find out do y'all have insurance like if you pass away? Like term life? Whatever- what, what do y'all have like if I pass away like you would like pay for it, you know, like when you're paid? I- I mean, I- I would assume you're referring to the term life benefit. Yeah. What's the name of your employer? Or the staffing agency? Hamilton Roger. Okay. So they do have a term life policy which in the event of your passing, your beneficiary, um, would get the benefit amount of, let's see, 20,000. Okay. All right. So, uh, how do I get that? Okay. Let me pull up your file. What's the last four of your social? 99-41. And your first and last name? James Hilliard. H-I-L-L-I-A-R-D. All right. And then if you'll verify your address and date of birth. 99 Sunset Avenue, August the 7th, 1964. Phone number 731-394-7054? Yeah, that's my phone number. Yeah. Email is gonna be your last name, first name, 64 at gmail.com? Yeah. Okay. Yeah, I see that on the pending enrollment that you just set up. So you have you're pending for short-term disability, you're pending for critical illness, term life- Mm-hmm. ... vision and the MEC enhanced medical plan. All of this being for employee only. So what does that mean? So you're- you're pending for enrollment for that benefit already. So what you set up the other day, you- you set up for short-term disability, critical illness, term life, vision and the MEC enhanced medical plan. Oh, so I already got it. Yeah, it's- it's already on the pending enrollment. Oh, okay. I didn't know. I didn't know. I was- I was... That's why I was trying to call and see, see did I get that? Yes, it's on the- the pending enrollment. Okay. Now the coverage is not yet active. And I do show that this is all being for, um, employee only. Is that what you're wanting is for employee only? Yeah, just for me. Yeah. Okay. So from here, it's gonna take about one to two weeks for this enrollment- Yeah. ... to be processed. Yes, he told me that. He told- he told me that when I talked to him. I just wanted to make sure that I had that. That's all. Okay. Well, is there anything else that you needed help with today? No, no. Thank you, ma'am. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Calling for that card. This is Victoria. How can I help you?

Speaker speaker_1: How you doing, ma'am?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I called, I think it was Thursday, to set up my, um, uh- um, benefits for like when you get sick and all this. I was trying to find out do y'all have insurance like if you pass away?

Speaker speaker_0: Like term life?

Speaker speaker_1: Whatever- what, what do y'all have like if I pass away like you would like pay for it, you know, like when you're paid?

Speaker speaker_0: I- I mean, I- I would assume you're referring to the term life benefit.

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the name of your employer? Or the staffing agency?

Speaker speaker_1: Hamilton Roger.

Speaker speaker_0: Okay. So they do have a term life policy which in the event of your passing, your beneficiary, um, would get the benefit amount of, let's see, 20,000.

Speaker speaker_1: Okay. All right. So, uh, how do I get that?

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your social?

Speaker speaker_1: 99-41.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: James Hilliard. H-I-L-L-I-A-R-D.

Speaker speaker_0: All right. And then if you'll verify your address and date of birth.

Speaker speaker_1: 99 Sunset Avenue, August the 7th, 1964.

Speaker speaker_0: Phone number 731-394-7054?

Speaker speaker_1: Yeah, that's my phone number. Yeah.

Speaker speaker_0: Email is gonna be your last name, first name, 64 at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, I see that on the pending enrollment that you just set up. So you have you're pending for short-term disability, you're pending for critical illness, term life-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... vision and the MEC enhanced medical plan. All of this being for employee only.

Speaker speaker_1: So what does that mean?

Speaker speaker_0: So you're- you're pending for enrollment for that benefit already. So what you set up the other day, you- you set up for short-term disability, critical illness, term life, vision and the MEC enhanced medical plan.

Speaker speaker_1: Oh, so I already got it.

Speaker speaker_0: Yeah, it's- it's already on the pending enrollment.

Speaker speaker_1: Oh, okay. I didn't know. I didn't know. I was- I was... That's why I was trying to call and see, see did I get that?

Speaker speaker_0: Yes, it's on the- the pending enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Now the coverage is not yet active. And I do show that this is all being for, um, employee only. Is that what you're wanting is for employee only?

Speaker speaker_1: Yeah, just for me. Yeah.

Speaker speaker_0: Okay. So from here, it's gonna take about one to two weeks for this enrollment-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to be processed.

Speaker speaker_1: Yes, he told me that. He told- he told me that when I talked to him. I just wanted to make sure that I had that. That's all.

Speaker speaker_0: Okay. Well, is there anything else that you needed help with today?

Speaker speaker_1: No, no. Thank you, ma'am. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.