

Transcript: VICTORIA

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Full Transcript

... benefits on a card. This is Victoria. How can I help you? Hello. Um, so I work, uh, for, um, a place called Cube Work but it's also, um, m- they're, they also work with Adept, um, HR and, uh, you guys sent me a message. I d- I, I guess I did all my onboarding with you guys. So you guys sent me a message to, uh, sign up for, um, benefits. Okay. Um, are you wanting to enroll? Yes. If, if at all possible, yes. Okay. What's the last four of your Social? Last four of the Social is, uh, 16, 10. 16, 10? Yeah. 16, so, s- uh, one, six, one, zero. Okay. And your first and last name? My name is, uh, Matthew Luke. All righty. Uh, do you mind verifying your address and date of birth? Address is 1105 West 86th Street. The date of birth is 10/19/1996. Phone number 816-977-4850? Yes. All right. And email is M-A-T-T-A, uh, L-E-X luke34 at Gmail? Uh, yeah. MattAlexLuke34, yep. Oh, sorry. I read that wrong. And then, um, do you know what's being offered or what you want to enroll into specifically? Um, well, if I could, you know, just kind of discuss it. I, I'm, I'm aware of what, you know, typical benefits package are, but, I mean, I'm looking for... Um, I'm just seeing if you guys are offering and seeing if, seeing what I can accept. Okay. Um, if you'd like, I can actually send you a copy of the, um, benefits guide to your email. Yeah. It'll go over, like, all the plans they offer, what they cover and how much they cost. Okay. Um, and it looks like you actually have until the 2nd of May to get enrolled. Um, so if you wanna review that and then call us back once you're ready to enroll, you can do that. Yeah, that works. Um, and, uh, you said the 2nd of May so... And today's Wednesday so I can... Uh, will you guys close at eight? Yes. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Okay, so today or tomorrow. Okay, cool. Um, yeah, I would... Uh, I'd like to do that actually. Yep. Okay. I will go ahead and send the, uh, benefits guide to your email. And did you have any questions or concerns? Um, no, that's, um, I mean... I'll just, uh, review that and, uh, you guys, you guys do medical, dent- like, uh, you guys do medical, dental, right? Yeah. So specifically for medical there's a few different plans to choose from. I wanna say there's... Let me see. So it looks like for medical there is four different medical plans to choose from. And then things like dental and vision, we only have one plan for those. Um, but there's also things like short-term disability. There's a 24-hour group accident, critical illness, um, term life, a behavioral health, uh, benefit and the IDX Social Plus. Okay. So medical, dental, um, you guys said medical. D- You, and you do have, uh, do you have, uh, vision? Yes. There is, uh, vision as well. Okay. Cool, cool. So medical, dental, vision. Um, yeah, and, uh, I think the last question is just, um, if it, is it, like, like, where I kind of work at, it's a warehouse. It's in, uh, it's on the east side of the city. It's kind of in a rough neighborhood, right? And, you know, I'm a officer working there, uh, second shift. So if there's anything that happens, which is, it is a possibility, it's, it's a small possibility, but there is a possibility, like when I'm confronting a hostile or whatever on a call, that there's an injury or something happens. Is that... Does... Do you know if the business covers injuries that happen

sites? Like if something, you know, some- a situation happens, is that... Like workers' comp? Well, basically, like, with certain, certain places, like, if you get injured on, uh, like onsite, the business covers that. With certain places they're like, "No, that's on you to cover." Honestly, I'm not, um, I'm not too sure about that. I would reach out to, uh, maybe one of the, uh, local representatives at Adept and see. Um, we just handle the, the medical insurance that they have. So anything like workers' compensation or anything similar to what you're, you're talking about, I wouldn't know. Okay. We just handle the insurance side of things. All right. Yep. Sound good. All righty. Well, I just sent that to your email, so you should have it. Um, but if you have any other questions, I'd be more than happy to help. If not, uh, you can call us back when you're ready to enroll. All right. Appreciate it. All righty. Bye-bye. Yep. Take care.

Conversation Format

Speaker speaker_0: ... benefits on a card. This is Victoria. How can I help you?

Speaker speaker_1: Hello. Um, so I work, uh, for, um, a place called Cube Work but it's also, um, m- they're, they also work with Adept, um, HR and, uh, you guys sent me a message. I d- I, I guess I did all my onboarding with you guys. So you guys sent me a message to, uh, sign up for, um, benefits.

Speaker speaker_0: Okay. Um, are you wanting to enroll?

Speaker speaker_1: Yes. If, if at all possible, yes.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: Last four of the Social is, uh, 16, 10.

Speaker speaker_0: 16, 10?

Speaker speaker_1: Yeah. 16, so, s- uh, one, six, one, zero.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: My name is, uh, Matthew Luke.

Speaker speaker_0: All righty. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Address is 1105 West 86th Street. The date of birth is 10/19/1996.

Speaker speaker_0: Phone number 816-977-4850?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And email is M-A-T-T-A, uh, L-E-X luke34 at Gmail?

Speaker speaker_1: Uh, yeah. MattAlexLuke34, yep.

Speaker speaker_0: Oh, sorry. I read that wrong. And then, um, do you know what's being offered or what you want to enroll into specifically?

Speaker speaker_1: Um, well, if I could, you know, just kind of discuss it. I, I'm, I'm aware of what, you know, typical benefits package are, but, I mean, I'm looking for... Um, I'm just seeing if you guys are offering and seeing if, seeing what I can accept.

Speaker speaker_0: Okay. Um, if you'd like, I can actually send you a copy of the, um, benefits guide to your email.

Speaker speaker_1: Yeah.

Speaker speaker_0: It'll go over, like, all the plans they offer, what they cover and how much they cost.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and it looks like you actually have until the 2nd of May to get enrolled. Um, so if you wanna review that and then call us back once you're ready to enroll, you can do that.

Speaker speaker_1: Yeah, that works. Um, and, uh, you said the 2nd of May so... And today's Wednesday so I can... Uh, will you guys close at eight?

Speaker speaker_0: Yes. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay, so today or tomorrow. Okay, cool. Um, yeah, I would... Uh, I'd like to do that actually. Yep.

Speaker speaker_0: Okay. I will go ahead and send the, uh, benefits guide to your email. And did you have any questions or concerns?

Speaker speaker_1: Um, no, that's, um, I mean... I'll just, uh, review that and, uh, you guys, you guys do medical, dent- like, uh, you guys do medical, dental, right?

Speaker speaker_0: Yeah. So specifically for medical there's a few different plans to choose from. I wanna say there's... Let me see. So it looks like for medical there is four different medical plans to choose from. And then things like dental and vision, we only have one plan for those. Um, but there's also things like short-term disability. There's a 24-hour group accident, critical illness, um, term life, a behavioral health, uh, benefit and the IDX Social Plus.

Speaker speaker_1: Okay. So medical, dental, um, you guys said medical. D- You, and you do have, uh, do you have, uh, vision?

Speaker speaker_0: Yes. There is, uh, vision as well.

Speaker speaker_1: Okay. Cool, cool. So medical, dental, vision. Um, yeah, and, uh, I think the last question is just, um, if it, is it, like, like, where I kind of work at, it's a warehouse. It's in, uh, it's on the east side of the city. It's kind of in a rough neighborhood, right? And, you know, I'm a officer working there, uh, second shift. So if there's anything that happens, which is, it is a possibility, it's, it's a small possibility, but there is a possibility, like when I'm confronting a hostile or whatever on a call, that there's an injury or something happens. Is that... Does... Do you know if the business covers injuries that happen sites? Like if something, you know,

some- a situation happens, is that...

Speaker speaker_0: Like workers' comp?

Speaker speaker_1: Well, basically, like, with certain, certain places, like, if you get injured on, uh, like onsite, the business covers that. With certain places they're like, "No, that's on you to cover."

Speaker speaker_0: Honestly, I'm not, um, I'm not too sure about that. I would reach out to, uh, maybe one of the, uh, local representatives at Adept and see. Um, we just handle the, the medical insurance that they have. So anything like workers' compensation or anything similar to what you're, you're talking about, I wouldn't know.

Speaker speaker_1: Okay.

Speaker speaker_0: We just handle the insurance side of things.

Speaker speaker_1: All right. Yep. Sound good.

Speaker speaker_0: All righty. Well, I just sent that to your email, so you should have it. Um, but if you have any other questions, I'd be more than happy to help. If not, uh, you can call us back when you're ready to enroll.

Speaker speaker_1: All right. Appreciate it.

Speaker speaker_0: All righty. Bye-bye.

Speaker speaker_1: Yep. Take care.