

## **Transcript: VICTORIA**

**Taylor-5771933867884544-6078647716593664**

### **Full Transcript**

Thank you for calling Card. This is Victoria. How can I help you? Hello, um, my name is Keosha Pegues and I got a missed call from you. Oh, okay. I was just looking at your file. Let me pull it back up. What's the name of the agency you work for? I'm sorry? The name of the staffing agency you're working through? Uh, The Resource. Okay. And the last four of your Social? 5373. Okay. Do you mind verifying your address and date of birth? February... Oh, I'm sorry. Um, my address is 2011 Chelsea Lane, Greensboro, North Carolina 27406. And my birthday is February 28, 1990. All right. And then phone number 336-333-8669? Yes. Yes, ma'am. Okay. So, it looks like I was just giving you a call, um, about the enrollment form that you filled out for the medical insurance I offer. Um, on the form, you selected the dental and short-term disability for employee only. But then we have the term life, critical illness and group accident selected for employee plus children. Um, we just don't have any dependent children listed. Oh, okay. Okay. Um, so you need his name? Yeah, his name, date of birth and Social. But give me one second, um, 'cause I need to switch it back over. I enrolled you into employee only because we didn't have that, so give me just one second. Okay. And just to confirm, you are wanting the dental and the short-term disability for employee only, but the term life, uh, the critical illness and group accident for employee plus child? Y- yes, ma'am. Okay. All right. And then what is the child's name? His name is Jordan. J-O-R-D-A-N. And last name Pegues. P-E-G-U-E-S-E. Date of birth? February 8, 2011. Okay. And then Social? 685-24-2116. And then who did you want to name as the beneficiary for the, uh, term life? Um, I could do Dorothy. D-O-R-O-T-H-Y. Pegues. P-E-G-U-E-S. And, uh, the relation? Mother. Mother. Okay. All righty. So, it looks like in total, um, your weekly deduction would be \$14.77. Okay. Um, now it will take about one to two weeks for the enrollment to be processed through your payroll. So once you see that first deduction being made, the coverage will start the following Monday. And then once the coverage is active, that's when your policy information and ID cards are made and sent to you within seven to ten business days. Okay. Yes, ma'am. Uh, did you have any questions or concerns for me? No, ma'am. All righty. Well, that's all we needed and you are good to go from here. Okay. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello, um, my name is Keosha Pegues and I got a missed call from you.

Speaker speaker\_0: Oh, okay. I was just looking at your file. Let me pull it back up. What's the name of the agency you work for?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The name of the staffing agency you're working through?

Speaker speaker\_1: Uh, The Resource.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 5373.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: February... Oh, I'm sorry. Um, my address is 2011 Chelsea Lane, Greensboro, North Carolina 27406. And my birthday is February 28, 1990.

Speaker speaker\_0: All right. And then phone number 336-333-8669?

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_0: Okay. So, it looks like I was just giving you a call, um, about the enrollment form that you filled out for the medical insurance I offer. Um, on the form, you selected the dental and short-term disability for employee only. But then we have the term life, critical illness and group accident selected for employee plus children. Um, we just don't have any dependent children listed.

Speaker speaker\_1: Oh, okay. Okay. Um, so you need his name?

Speaker speaker\_0: Yeah, his name, date of birth and Social. But give me one second, um, 'cause I need to switch it back over. I enrolled you into employee only because we didn't have that, so give me just one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And just to confirm, you are wanting the dental and the short-term disability for employee only, but the term life, uh, the critical illness and group accident for employee plus child?

Speaker speaker\_1: Y- yes, ma'am.

Speaker speaker\_0: Okay. All right. And then what is the child's name?

Speaker speaker\_1: His name is Jordan. J-O-R-D-A-N. And last name Pegues. P-E-G-U-E-S-E.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: February 8, 2011.

Speaker speaker\_0: Okay. And then Social?

Speaker speaker\_1: 685-24-2116.

Speaker speaker\_0: And then who did you want to name as the beneficiary for the, uh, term life?

Speaker speaker\_1: Um, I could do Dorothy. D-O-R-O-T-H-Y. Pegues. P-E-G-U-E-S.

Speaker speaker\_0: And, uh, the relation?

Speaker speaker\_1: Mother.

Speaker speaker\_0: Mother. Okay. All righty. So, it looks like in total, um, your weekly deduction would be \$14.77.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, now it will take about one to two weeks for the enrollment to be processed through your payroll. So once you see that first deduction being made, the coverage will start the following Monday. And then once the coverage is active, that's when your policy information and ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, ma'am. Uh, did you have any questions or concerns for me?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All righty. Well, that's all we needed and you are good to go from here.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.