

## Transcript: VICTORIA

Taylor-5999334005587968-5468019170656256

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Kristen? Hello? Hi, is this Kristen? Yes. Hey, this is Victoria with Benefits in a Card. Uh, we administer the medical insurance being offered through BGSS. Uh-huh. Hey, so I'm looking at a enrollment form it looks like that you signed- Okay. ... and dated on the 11th of April. Um- I'm- I'm- I'm- I'm sorry. I'm sorry. I'm sorry. I couldn't hear you. I couldn't hear you. That's why... Um, I was on the phone. I had to Yeah. ... hear. Get off the phone with them. But you were saying something about the medical? Yes, this is the medical insurance being offered through BGS. Um, I'm looking at a enrollment form that you signed and dated on the 11th of April. I just have some questions about it. Um, it looks like you selected the Stay Healthy MUC TeleRX and the dental for you and children. Um, and then the term life policy for you and your family. We just don't have any dependents listed on the form. Yeah, I was meaning to do that, to get that all. Um, I'm- I mean, I- I- I have everything right now, if- if it was... But, um... So are you just- Are you not wanting to enroll? Yeah. Yeah. Okay. So, I'm gonna go ahead and decline all coverage for you, and then I guess that's all I- ... needed to verify with you. So what is the all coverage? Like, what is that? Just, like, everything? Just have- Just to have everything? Well, I mean, we offer things like medical. We offer things like dental, vision, um, term life- Oh. ... short-term disability. So I guess what I'm just trying to figure out is exactly what you're wanting to enroll into and who you're wanting the coverage for. Okay. Well, as far as the, um, life insurance, yeah, uh, well, as far as the medi- the medi- the medical- the med- um, the medical and everything, I was just leaning more towards it so- Well, I lean more to- towards those me, but I think, um, I'm definitely going to use it. But I do have my children as well. I mean, would I have to just get... I mean, how would I put them? Uh, I mean, I just didn't- At the time I didn't have all my information, then I just got it all, like, took a picture of everything, you know, and get everything all situated. Okay, so here's what I'ma- I'ma do, um, just 'cause it sounds like you're a little unsure. I'm gonna send you a copy of the benefits guide, and this is gonna go over all the plans being offered, what they cover and how much they cost. Um, if you do decide that you would like to enroll, uh, just call us back. We can get you enrolled over the phone. If you're wanting to add children on or any, like, a spouse, any dependents really, we would just need their names, their date of birth and their full socials. Okay. Okay. Well, I definitely do want to enroll. Um, so will I be able to come back later and just put their names on there or- or how would that work? Um, do you know, like, what specific plans do you wanna go ahead and enroll into? Because if you're wanting to enroll right now over the phone, I can do that. I just need to know specifically what you're wanting to enroll into. If you wanna wait, yes, you- With being a new hire with BG, they give you 30 days from the date of your first check to get enrolled into benefits and to also make any changes or cancellations needed during that time. Okay. Well, yeah, you could just send it to me and I'll

just go over and just redo it, you know, just do it all like that. Okay. And then, like I said, once you know the specific plans and what you're wanting to enroll into, you can simply just call us back. Just make sure that if you're wanting to add any dependents, you have their name, date of birth, and Social Security numbers handy so we can enter all that in, and then we'll go from there. Okay. Thank you so much. You're welcome. You have a wonderful day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Kristen?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hi, is this Kristen?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, this is Victoria with Benefits in a Card. Uh, we administer the medical insurance being offered through BGSS.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Hey, so I'm looking at a enrollment form it looks like that you signed-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and dated on the 11th of April. Um-

Speaker speaker\_2: I'm- I'm- I'm- I'm sorry. I'm sorry. I'm sorry. I couldn't hear you. I couldn't hear you. That's why... Um, I was on the phone. I had to

Speaker speaker\_3: Yeah.

Speaker speaker\_2: ... hear. Get off the phone with them. But you were saying something about the medical?

Speaker speaker\_1: Yes, this is the medical insurance being offered through BGS. Um, I'm looking at a enrollment form that you signed and dated on the 11th of April. I just have some questions about it. Um, it looks like you selected the Stay Healthy MUC TeleRX and the dental for you and children. Um, and then the term life policy for you and your family. We just don't have any dependents listed on the form.

Speaker speaker\_2: Yeah, I was meaning to do that, to get that all. Um, I'm- I mean, I- I- I have everything right now, if- if it was... But, um...

Speaker speaker\_1: So are you just- Are you not wanting to enroll?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: Okay. So, I'm gonna go ahead and decline all coverage for you, and then I guess that's all I- ... needed to verify with you.

Speaker speaker\_2: So what is the all coverage? Like, what is that? Just, like, everything? Just have- Just to have everything?

Speaker speaker\_1: Well, I mean, we offer things like medical. We offer things like dental, vision, um, term life-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... short-term disability. So I guess what I'm just trying to figure out is exactly what you're wanting to enroll into and who you're wanting the coverage for.

Speaker speaker\_2: Okay. Well, as far as the, um, life insurance, yeah, uh, well, as far as the medi- the medi- the medical- the med- um, the medical and everything, I was just leaning more towards it so- Well, I lean more to- towards those me, but I think, um, I'm definitely going to use it. But I do have my children as well. I mean, would I have to just get... I mean, how would I put them? Uh, I mean, I just didn't- At the time I didn't have all my information, then I just got it all, like, took a picture of everything, you know, and get everything all situated.

Speaker speaker\_1: Okay, so here's what I'ma- I'ma do, um, just 'cause it sounds like you're a little unsure. I'm gonna send you a copy of the benefits guide, and this is gonna go over all the plans being offered, what they cover and how much they cost. Um, if you do decide that you would like to enroll, uh, just call us back. We can get you enrolled over the phone. If you're wanting to add children on or any, like, a spouse, any dependents really, we would just need their names, their date of birth and their full socials.

Speaker speaker\_2: Okay. Okay. Well, I definitely do want to enroll. Um, so will I be able to come back later and just put their names on there or- or how would that work?

Speaker speaker\_1: Um, do you know, like, what specific plans do you wanna go ahead and enroll into? Because if you're wanting to enroll right now over the phone, I can do that. I just need to know specifically what you're wanting to enroll into. If you wanna wait, yes, you- With being a new hire with BG, they give you 30 days from the date of your first check to get enrolled into benefits and to also make any changes or cancellations needed during that time.

Speaker speaker\_2: Okay. Well, yeah, you could just send it to me and I'll just go over and just redo it, you know, just do it all like that.

Speaker speaker\_1: Okay. And then, like I said, once you know the specific plans and what you're wanting to enroll into, you can simply just call us back. Just make sure that if you're wanting to add any dependents, you have their name, date of birth, and Social Security numbers handy so we can enter all that in, and then we'll go from there.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.