

Transcript: VICTORIA

Taylor-6264866909143040-6032463477293056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hi. Um, I work for Crown Staffing in Aurora. So, I wanna just see what benefits I can get, um, what kind of benefits. Okay. Um, let me pull up your file. What's the last four of your Social? Oh, my last four staff was Hello? Yes, sir. Uh, it's 7063. And your first and last name? Uh, Mohammed Abujuda. Do you mind verifying your address and date of birth? Uh, 15312 5 and 04. Um, date of birth, uh, August 16 '92. So, it looks like I have a different address. I have 2419 Ogden Avenue. Oh, yeah. Yeah. That's, that's my add... I, I knew it. I, I, I forget. Yeah, I used to live- Okay. But that is... Yeah, it's, uh, 2419 Ogden Avenue in Downers Grove. That's your current address? Yeah. Yeah. Okay. Um, let's see. And then phone number, 708-374-3215? Correct. And then email is gonna be first and last name, 4040@gmail.com? Yep. Okay. Um, let's see. Okay. So, I see that you're actually currently already enrolled into the MEC TeleRx. Um, I don't know if you know that or not, but that's basically a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings, and it covers that at 100% as long as you s-... as long as you stay in that work. Um, it also- Uh, I'm at the dentist. I'm sorry? And dentist too. The dentist. Uh, no, what you're currently enrolled into is just for your preventative medical. Okay. Okay, but what, what's like more benefits I can get, like a 401? Uh, let's say, uh, uh, holiday pay? I don't get holiday pay, so um, I don't know, that's like more benefit than, than, uh, like the insurance. Yes, so we just handle the insurance. We don't handle 401's and we don't handle holiday pay. Oh, okay. No vacation time, no nothing like that? Uh, I don't know if that's something that they offer. You'll have to reach out to Crown. We just do the insurance, like medical, dental, vision, uh, term life- Oh, okay. So this is- ... things like that. ... uh, okay. Because when they send me this number, they said like for the benefits. They don't say insurance. But it's okay. Like, uh, I can call them again. Okay. Do you need help- All right. ... with anything else? No. Thank you so much. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, hi. Um, I work for Crown Staffing in Aurora. So, I wanna just see what benefits I can get, um, what kind of benefits.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Oh, my last four staff was Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, it's 7063.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Mohammed Abujuda.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 15312 5 and 04. Um, date of birth, uh, August 16 '92.

Speaker speaker_1: So, it looks like I have a different address. I have 2419 Ogden Avenue.

Speaker speaker_2: Oh, yeah. Yeah. That's, that's my add... I, I knew it. I, I, I forget. Yeah, I used to live-

Speaker speaker_1: Okay. But that is...

Speaker speaker_2: Yeah, it's, uh, 2419 Ogden Avenue in Downers Grove.

Speaker speaker_1: That's your current address?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. Um, let's see. And then phone number, 708-374-3215?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is gonna be first and last name, 4040@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, let's see. Okay. So, I see that you're actually currently already enrolled into the MEC TeleRx. Um, I don't know if you know that or not, but that's basically a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings, and it covers that at 100% as long as you s-... as long as you stay in that work. Um, it also-

Speaker speaker_2: Uh, I'm at the dentist.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: And dentist too. The dentist.

Speaker speaker_1: Uh, no, what you're currently enrolled into is just for your preventative medical.

Speaker speaker_2: Okay. Okay, but what, what's like more benefits I can get, like a 401? Uh, let's say, uh, uh, holiday pay? I don't get holiday pay, so um, I don't know, that's like more benefit than, than, uh, like the insurance.

Speaker speaker_1: Yes, so we just handle the insurance. We don't handle 401's and we don't handle holiday pay.

Speaker speaker_2: Oh, okay. No vacation time, no nothing like that?

Speaker speaker_1: Uh, I don't know if that's something that they offer. You'll have to reach out to Crown. We just do the insurance, like medical, dental, vision, uh, term life-

Speaker speaker_2: Oh, okay. So this is-

Speaker speaker_1: ... things like that.

Speaker speaker_2: ... uh, okay. Because when they send me this number, they said like for the benefits. They don't say insurance. But it's okay. Like, uh, I can call them again.

Speaker speaker_1: Okay. Do you need help-

Speaker speaker_2: All right.

Speaker speaker_1: ... with anything else?

Speaker speaker_2: No. Thank you so much. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.