

Transcript: VICTORIA

Taylor-6618678812262400-6594806243180544

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hello. How you doing? Good, how are you? I'm going to have JaQuarir Williams... I'm sorry? Hello? I said my name's JaQuarir Williams and I was calling, uh, speaking of changing my, uh, dependents. If you can change your benefits? My dependents. Okay. What's the name of the agency you work for? Ma'am? The name of the staffing agency you're working through. Sir. And the last four of your Social. 2792. Give me one second. And I'm sorry, your first and last name again? Uh, JaQuarir. J-A-Q-U-A-R-I-R. Williams. Williams? Yeah, ma'am. I don't see you in the system, the system. You said the last four of your Social is 4792? I said 2792. Okay. Do you mind verifying your address and date of birth? Uh, 724 Cypress Street. We just recently moved, uh, July 29, 2003. On my, on my driver's license it says, uh, 99 Lexington Drive. Okay. So, the address, your mailing address, is it the 724 Cypress Street? Yeah, ma'am. Okay, and that's in Columbus, Mississippi 39701? Uh, yep. Yeah, ma'am. All right, phone number 662-630-0328? Yeah, ma'am. And then email is just gonna be first and last name 22 at Gmail. Yeah, ma'am. Okay. I don't see that you're enrolled into anything as of yet. But I've been waiting three weeks. Okay. So they don't automatically enroll you until 30 days from the date of your first check. Did you fill out a, um, enrollment form requesting coverage to enroll into, or are you just trying to, like, accept the auto-enrollment? Uh, I don't really remember. It's been a while. Okay. 'Cause the reason why I'm asking is 'cause we haven't received an enrollment form where you were requesting coverage. We haven't received anything about that and we haven't received a phone call from you until today, um, but as far as the en- the auto-enrollment where they automatically enroll you into, they don't do that immediately. They do it 30 days from the date of your first check. Either way, you are eligible to go ahead and get enrolled if you want to do that. Um, I, I, I... Um, it looks like you... I'm sorry? Hello? I said how do I get enrolled? Well, you would just do it over the phone with us if, if that's what you're wanting to do. Do you know what specific plans you're wanting to enroll into? What you mean by that? Well, there's multiple plans being offered. Like what? Do you know, there's medical, there's dental, there's vision, um, there's, you know, term life, critical illness, group accident... They're covering out my, uh, check. Nothing has been taken out of your check for coverage. So what this for? I, I don't know, sir. I don't have access to your pay stubs, but I know that nothing's been taken out of your check because that would have been reported to us. And I ain't aware of nothing getting taken out of my paycheck. Okay, so then I, I guess I'm confused. Are you wanting to enroll into the benefits? I just wanted to change my dependents. Well, sir, you're not enrolled into anything so the- there's, there's no dependents, so are you talking about medical insurance? Yeah. It'll be all right. Okay. 'Cause like I said, I, I don't see that you're enrolled into anything in general as far as the medical insurance is being considered. So, there's not a way for me to change dependents 'cause you're not enrolled into

anything. I am though. It'll be okay. Okay. Now, again, like I said, they do automatically enroll you into one of the medical plans 30 days from the date of your first check unless you opt out, and they would do that for employee only. So do you want to decline that? It'll be all right. Okay, so what I'm asking you now, sir, is are you wanting to decline the auto-enrollment? Oh yeah, ma'am. You would like to decline? Yeah, ma'am. Okay. So I'll go ahead and decline it. That way you're not automatically enrolled, um, but you still have up until the 11th of April if you decide that you would like to enroll into the medical insurance. Yeah, ma'am. Do you need help with anything else? No, ma'am. Okay. You have a wonderful day. All right, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hello. How you doing?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: I'm going to have JaQuarir Williams...

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Hello? I said my name's JaQuarir Williams and I was calling, uh, speaking of changing my, uh, dependents.

Speaker speaker_0: If you can change your benefits?

Speaker speaker_1: My dependents.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Ma'am?

Speaker speaker_0: The name of the staffing agency you're working through.

Speaker speaker_1: Sir.

Speaker speaker_0: And the last four of your Social.

Speaker speaker_1: 2792.

Speaker speaker_0: Give me one second. And I'm sorry, your first and last name again?

Speaker speaker_1: Uh, JaQuarir. J-A-Q-U-A-R-I-R. Williams.

Speaker speaker_0: Williams?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: I don't see you in the sys- the, the system. You said the last four of your Social is 4792?

Speaker speaker_1: I said 2792.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 724 Cypress Street. We just recently moved, uh, July 29, 2003. On my, on my driver's license it says, uh, 99 Lexington Drive.

Speaker speaker_0: Okay. So, the address, your mailing address, is it the 724 Cypress Street?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay, and that's in Columbus, Mississippi 39701?

Speaker speaker_1: Uh, yep. Yeah, ma'am.

Speaker speaker_0: All right, phone number 662-630-0328?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: And then email is just gonna be first and last name 22 at Gmail.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. I don't see that you're enrolled into anything as of yet.

Speaker speaker_1: But I've been waiting three weeks.

Speaker speaker_0: Okay. So they don't automatically enroll you until 30 days from the date of your first check. Did you fill out a, um, enrollment form requesting coverage to enroll into, or are you just trying to, like, accept the auto-enrollment?

Speaker speaker_1: Uh, I don't really remember. It's been a while.

Speaker speaker_0: Okay. 'Cause the reason why I'm asking is 'cause we haven't received an enrollment form where you were requesting coverage. We haven't received anything about that and we haven't received a phone call from you until today, um, but as far as the en- the auto-enrollment where they automatically enroll you into, they don't do that immediately. They do it 30 days from the date of your first check. Either way, you are eligible to go ahead and get enrolled if you want to do that.

Speaker speaker_1: Um, I, I, I...

Speaker speaker_0: Um, it looks like you... I'm sorry?

Speaker speaker_1: Hello? I said how do I get enrolled?

Speaker speaker_0: Well, you would just do it over the phone with us if, if that's what you're wanting to do. Do you know what specific plans you're wanting to enroll into?

Speaker speaker_1: What you mean by that?

Speaker speaker_0: Well, there's multiple plans being offered.

Speaker speaker_1: Like what?

Speaker speaker_0: Do you know, there's medical, there's dental, there's vision, um, there's, you know, term life, critical illness, group accident...

Speaker speaker_1: They're covering out my, uh, check.

Speaker speaker_0: Nothing has been taken out of your check for coverage.

Speaker speaker_1: So what this for?

Speaker speaker_0: I, I don't know, sir. I don't have access to your pay stubs, but I know that nothing's been taken out of your check because that would have been reported to us.

Speaker speaker_1: And I ain't aware of nothing getting taken out of my paycheck.

Speaker speaker_0: Okay, so then I, I guess I'm confused. Are you wanting to enroll into the benefits?

Speaker speaker_1: I just wanted to change my dependents.

Speaker speaker_0: Well, sir, you're not enrolled into anything so the- there's, there's no dependents, so are you talking about medical insurance?

Speaker speaker_1: Yeah. It'll be all right.

Speaker speaker_0: Okay. 'Cause like I said, I, I don't see that you're enrolled into anything in general as far as the medical insur- insurance is being considered. So, there's not a way for me to change dependents 'cause you're not enrolled into anything.

Speaker speaker_1: I am though. It'll be okay.

Speaker speaker_0: Okay. Now, again, like I said, they do automatically enroll you into one of the medical plans 30 days from the date of your first check unless you opt out, and they would do that for employee only. So do you want to decline that?

Speaker speaker_1: It'll be all right.

Speaker speaker_0: Okay, so what I'm asking you now, sir, is are you wanting to decline the auto-enrollment?

Speaker speaker_1: Oh yeah, ma'am.

Speaker speaker_0: You would like to decline?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. So I'll go ahead and decline it. That way you're not automatically enrolled, um, but you still have up until the 11th of April if you decide that you would like to enroll into the medical insurance.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: All right, you too.

Speaker speaker_0: Thank you. Bye-bye.