

Transcript: VICTORIA

Taylor-6654231254974464-6623732188889088

Full Transcript

Thank you for calling Benefits ... when you call in. Hi, yes. I was calling to see, possibly, when would my benefits start? Okay. Uh, what's the name of the agency you work for? Um, it's called BG MultiFamily. And the, uh, last four of your Social? It's 8517. Oh, almost had it. And your first and last name? It's Imani Frierson. It's I-M-A-N-I, Frierson, it's F-R-I-E-R-S-O-N. Okay. Do you mind- Sorry? ... uh, verifying your address and date of birth? Um, 10-31-1996, and then my address is 3356 Burning Bird Boulevard. That's in Annapolis, Indiana, 46239? Yes. Phone number 317-450-4549? Yes. Okay, and then email is first name dot last name at yahoo.com? Yes. Okay, give me one second. Are you a rehire with BG? Yes, I am. Okay. 'Cause I s- see that we just received your enrollment form. It looks like you signed and dated that on the 17th of February. Um, we do still have to verify your eligibility, so as of yet, you have not been enrolled. Okay, so how long does the process take? So, again, like I said, we do have to verify your eligibility. Um, I will go ahead and see if I can get a push on that. Um, but typically, enrollment can take about one to two weeks to be processed through payroll, and that's if you are eligible to enroll. And then coverage would start the following Monday of your first payroll deduction. Okay. And just to verify that everything on the, the, uh, enrollment form is correct, it looks like you selected the VIP Standard, Dental, Short-Term Disability, Term Life, and Vision for Employee Only? Yes. Okay. Well, let, let me go ahead and reach out to Eligibility, see if I can get an answer on that, and then I can follow up with you from there if you'd like. Okay. All righty, thank you. You're welcome. Was there anything else you might need help with? No, that'll be it. All right, you have a wonderful day. Bye-bye, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits

Speaker speaker_1: ... when you call in.

Speaker speaker_2: Hi, yes. I was calling to see, possibly, when would my benefits start?

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, it's called BG MultiFamily.

Speaker speaker_0: And the, uh, last four of your Social?

Speaker speaker_2: It's 8517.

Speaker speaker_1: Oh, almost had it.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: It's Imani Frierson. It's I-M-A-N-I, Frierson, it's F-R-I-E-R-S-O-N.

Speaker speaker_0: Okay. Do you mind-

Speaker speaker_2: Sorry?

Speaker speaker_0: ... uh, verifying your address and date of birth?

Speaker speaker_2: Um, 10-31-1996, and then my address is 3356 Burning Bird Boulevard.

Speaker speaker_0: That's in Annapolis, Indiana, 46239?

Speaker speaker_2: Yes.

Speaker speaker_0: Phone number 317-450-4549?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, and then email is first name dot last name at yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, give me one second. Are you a rehire with BG?

Speaker speaker_2: Yes, I am.

Speaker speaker_0: Okay. 'Cause I s- see that we just received your enrollment form. It looks like you signed and dated that on the 17th of February. Um, we do still have to verify your eligibility, so as of yet, you have not been enrolled.

Speaker speaker_2: Okay, so how long does the process take?

Speaker speaker_0: So, again, like I said, we do have to verify your eligibility. Um, I will go ahead and see if I can get a push on that. Um, but typically, enrollment can take about one to two weeks to be processed through payroll, and that's if you are eligible to enroll. And then coverage would start the following Monday of your first payroll deduction.

Speaker speaker_2: Okay.

Speaker speaker_0: And just to verify that everything on the, the, uh, enrollment form is correct, it looks like you selected the VIP Standard, Dental, Short-Term Disability, Term Life, and Vision for Employee Only?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Well, let, let me go ahead and reach out to Eligibility, see if I can get an answer on that, and then I can follow up with you from there if you'd like.

Speaker speaker_2: Okay. All righty, thank you.

Speaker speaker_0: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: No, that'll be it.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_2: Bye-bye, you too.

Speaker speaker_0: Bye-bye.