

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits CenterCard. My name is Stephanie. How can I assist you? Yeah. What is this? We're the healthcare administrators for staffing agencies. Oh, for healthcare? Yes, ma'am. Okay. Oh. Are you currently working with a staffing agency? Yeah, Surge. Okay, so they do auto-enroll their new hires into one of the plans, so if you don't wish to be automatically enrolled into it, it is important that you know that they give you 30 days from the time that you receive it, right- Okay. ... to opt out from the auto-enrollment. If you don't do so, they automatically enroll you and start making weekly deductions from your paycheck for that plan, as well as in those 30 days, um, that would be your time to be eligible to enroll into the additional benefits that they offer, such as dental, vision, behavior, health. It's depending on how many plans you select, which ones they are has a lot to do with how much the weekly deduction is from your paycheck. But they do participate in auto-enrolling their new hires into one of the plans. Okay, yeah. I don't need any medical. Okay. I have a medical card. Did you want me to go ahead and opt you out from the auto-enrollment then? Yes, please. No, I just need to- And I do have... I do have a question about... I seen on there that they had, um, like a spousal life in-... a spousal, um, life insurance. Yeah. They do offer term life. Term life, accidental death and dismemberment. So it's only for death. Okay. Okay. Um, now how much is that? How does that work? So, so I would have to get in your file, because different staffing agencies offer it, like, the different price. It just depends on the staffing agency, so I do need to get in your file to give you that type of information. Okay. I just need the last four of your Social. 5748. And then your first and last name? Tiffany Robinson. Okay. Thank you. You're welcome. For security purposes, can you verify your address and date of birth? Yes. And my birth, date of birth is 10-31-79. Okay, address is 604 East Seventh Street, Ashland, Ohio, 44805. And then I have 419-566-4670 as your phone number? Yes, ma'am. Okay, let's see. Term life, let's see what they offer. So group term life insurance with accidental death and dismemberment. Okay, while it's impossible for an emotion to come in, benefits may help cover rent or mortgage payments, credit card payments, children or education expenses, medical expenses and more. So for your term life... Sorry, it's loading. That's okay. Okay, so for term life, employees to the age of 64 receive up to \$10,000. Spouse receives up to 5,000. Children six months up to the age of 26 receive 5,000. And children 14 days up to six months receive 1,000. Um, if you were to select the employee plan, that would be a dollar and 50. Employee and spouse, it would be a dollar and 50 as well. Employee and children, it would be a dollar and 50, or the family plan, which would also be a dollar and 50. Oh, actually, I'm so sorry. I'm reading the wrong. So it would actually be a dollar and seven cents for the employee plan. And then employee and spouse, a dollar 89. Employee and children, dollar 89 as well, and then family is two dollars and 70 cents weekly. Okay, can I... I just can... So if I do family, it's me, spouse, all our children- And then your children. Correct. Mm-hmm. Okay,

good. We, we, we've got five of them. Okay. How old are they? Now, my daughters are grown. They're 24 and 25, so they might not be eligible for that, but I- Okay. Let me, let me just make sure, um- Okay. ... 'cause they could be, but let, let me just make sure. Okay. You said 24 and 25, right? Yes. Okay. So the girls that are 24, I could enroll, or the girl or boy, um, but if it's over the age of 24, I wouldn't be able to. Okay. So one's 24, one's 25. Yeah. So you wouldn't be able to. Yeah. The 25-year-old, I wouldn't be able to. Okay. But the 24-year-old, I would. Okay, go... Okay, then I'll do her, and then we have a 17-year-old and, um, 16-year-old twins. Okay, let me see. And then did you just wanna do, um, that term life? I was gonna tell you. So since you do have multiple higher dates, before I enroll you, I do have to send out a eligibility review to see if you are eligible for the enrollment. Um, once the, the main office reaches back to me, I will be giving you a call. Okay. And from there, if they do tell me she is eligible, I'll go ahead and start the enrollment process with you. Okay, sounds good. And then I'm gonna need the children's information. But for now, I do have to send that eligibility review, um, so you will be hearing back from me. Is that a good contact number to reach you at? Yeah. 419-566-4670. And if for some reason- Yeah. ... you don't answer, I will be leaving you a voice message with the answer that they provide, as well as, you know- Okay. And if you call back and get a different rep, anybody would be able to help you with your enrollment process. Okay. Yeah. I don't get off of work until 3:00, so if you could call me at like 3:15 or 3:30. Okay, yeah. Yes, ma'am. That's fine. Okay. All right. Well, I hope you have a great day, and you should be hearing back from me. All right. Thank you, sweetie. Thank you. Have a great day. You, too, honey. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits CenterCard. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah. What is this?

Speaker speaker\_0: We're the healthcare administrators for staffing agencies.

Speaker speaker\_1: Oh, for healthcare?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Oh.

Speaker speaker\_0: Are you currently working with a staffing agency?

Speaker speaker\_1: Yeah, Surge.

Speaker speaker\_0: Okay, so they do auto-enroll their new hires into one of the plans, so if you don't wish to be automatically enrolled into it, it is important that you know that they give you 30 days from the time that you receive it, right-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to opt out from the auto-enrollment. If you don't do so, they automatically enroll you and start making weekly deductions from your paycheck for that plan, as well as in those 30 days, um, that would be your time to be eligible to enroll into the additional benefits that they offer, such as dental, vision, behavior, health. It's depending on how many plans you select, which ones they are has a lot to do with how much the weekly deduction is from your paycheck. But they do participate in auto-enrolling their new hires into one of the plans.

Speaker speaker\_1: Okay, yeah. I don't need any medical.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I have a medical card.

Speaker speaker\_0: Did you want me to go ahead and opt you out from the auto-enrollment then?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: No, I just need to-

Speaker speaker\_1: And I do have... I do have a question about... I seen on there that they had, um, like a spousal life in-... a spousal, um, life insurance.

Speaker speaker\_0: Yeah. They do offer term life. Term life, accidental death and dismemberment. So it's only for death.

Speaker speaker\_1: Okay. Okay. Um, now how much is that? How does that work?

Speaker speaker\_0: So, so I would have to get in your file, because different staffing agencies offer it, like, the different price. It just depends on the staffing agency, so I do need to get in your file to give you that type of information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I just need the last four of your Social.

Speaker speaker\_1: 5748.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Tiffany Robinson.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yes. And my birth, date of birth is 10-31-79. Okay, address is 604 East Seventh Street, Ashland, Ohio, 44805.

Speaker speaker\_0: And then I have 419-566-4670 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, let's see. Term life, let's see what they offer. So group term life insurance with accidental death and dismemberment. Okay, while it's impossible for an emotion to come in, benefits may help cover rent or mortgage payments, credit card payments, children or education expenses, medical expenses and more. So for your term life... Sorry, it's loading.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: Okay, so for term life, employees to the age of 64 receive up to \$10,000. Spouse receives up to 5,000. Children six months up to the age of 26 receive 5,000. And children 14 days up to six months receive 1,000. Um, if you were to select the employee plan, that would be a dollar and 50. Employee and spouse, it would be a dollar and 50 as well. Employee and children, it would be a dollar and 50, or the family plan, which would also be a dollar and 50. Oh, actually, I'm so sorry. I'm reading the wrong. So it would actually be a dollar and seven cents for the employee plan. And then employee and spouse, a dollar 89. Employee and children, dollar 89 as well, and then family is two dollars and 70 cents weekly.

Speaker speaker\_1: Okay, can I... I just can... So if I do family, it's me, spouse, all our children-

Speaker speaker\_0: And then your children. Correct. Mm-hmm.

Speaker speaker\_1: Okay, good. We, we, we've got five of them.

Speaker speaker\_0: Okay. How old are they?

Speaker speaker\_1: Now, my daughters are grown. They're 24 and 25, so they might not be eligible for that, but I-

Speaker speaker\_0: Okay. Let me, let me just make sure, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 'cause they could be, but let, let me just make sure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You said 24 and 25, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So the girls that are 24, I could enroll, or the girl or boy, um, but if it's over the age of 24, I wouldn't be able to.

Speaker speaker\_1: Okay. So one's 24, one's 25.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So you wouldn't be able to.

Speaker speaker\_0: Yeah. The 25-year-old, I wouldn't be able to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But the 24-year-old, I would.

Speaker speaker\_1: Okay, go... Okay, then I'll do her, and then we have a 17-year-old and, um, 16-year-old twins.

Speaker speaker\_0: Okay, let me see. And then did you just wanna do, um, that term life? I was gonna tell you. So since you do have multiple higher dates, before I enroll you, I do have to send out a eligibility review to see if you are eligible for the enrollment. Um, once the, the main office reaches back to me, I will be giving you a call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And from there, if they do tell me she is eligible, I'll go ahead and start the enrollment process with you.

Speaker speaker\_1: Okay, sounds good.

Speaker speaker\_0: And then I'm gonna need the children's information. But for now, I do have to send that eligibility review, um, so you will be hearing back from me. Is that a good contact number to reach you at?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: 419-566-4670. And if for some reason-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... you don't answer, I will be leaving you a voice message with the answer that they provide, as well as, you know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if you call back and get a different rep, anybody would be able to help you with your enrollment process.

Speaker speaker\_1: Okay. Yeah. I don't get off of work until 3:00, so if you could call me at like 3:15 or 3:30.

Speaker speaker\_0: Okay, yeah. Yes, ma'am. That's fine.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, I hope you have a great day, and you should be hearing back from me.

Speaker speaker\_1: All right. Thank you, sweetie.

Speaker speaker\_0: Thank you. Have a great day.

Speaker speaker\_1: You, too, honey. Bye.