

Transcript: Estefania

Acevedo-4611899453915136-5046576450945024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you? Hello, Miss Stephanie. My name is LaQuinta Smotherman. Um, I was calling because I just applied for a new job and I'm doing the enrollment paper for y- your benefits. Um, and as I'm doing it, um, on the, on the computer on the internet, um, I clicked one button, like one slot, and it's not letting me click off. So, I'm just trying to see, uh, how to do that, or how to erase that. So, ooh, I don't have access to the website, but I can help you do it- ... over the phone. That's fine. Okay. Were you trying to, like, enroll into benefits or did you wanna decline the enrollment? Yeah, I was trying to enroll into benefits- Okay, yeah, I can help with that. ... for this company. Um, what's the name of the company? Um, yes, it's called Hospitality, uh, Staffing Solutions. Okay. It's spelled H- And then where do I... Mm-hmm. I'm sorry, I don't have ... That's okay, I got it. Um, I just need the last four of your Social. Um, yes, ma'am. It'll be 4033. Okay, thank you. Mm-hmm. And then what is your first and last name? Um, first name is LaQuinta, spelled capital L-A, capital Q-U-I-N-T-A. My last name is Smotherman, capital S-M-O-T-H-E-R-M-A-N. Okay, thank you. How long have you been with them? Um, I was supposed to get hired on with them just today. And only they sent me the package- Okay. ... over just now. Gotcha. So that's why I cannot find you in the system. So I c- I can do, um, I can go ahead and create your file, but for that I do need your full Social, your full address, um, like your phone number, email and all that information. That's fine. Okay. All right, give me one second. So you're with Hospitality Staffing Solution. Give me one second. Mm-hmm. Okay. I just need your full Social. I'm ready whenever you are. Um, yes, it'll be 411934033. Okay, thank you. All right. Mm-hmm. And then I'm gonna spell your name just to make sure that I got it right. So your first name is Q-U-I-N-T-A? L-A-Q-U-I-N-T-A. LaQuinta. Okay. Okay, thank you. And then your last name, is it S-M-O-T-H-E-R-M-A-N? No, S as in Sam. Mm-hmm. M as in Mary, O as in octopus, T as in Tom, H as in house, E as in egg, R as in rhinoceros, M as in Mary, A as in apple, N as in Nancy. Okay, thank you. S-M-O-T-H-E-R-M-A-N? Yes. Okay, thank you. And then, what's your address? Um, yes, it will be 902W, it's a big W, capitalized W- Mm-hmm. ... period, Main, M-A-I-N, Street. Mm-hmm. And it will be apartment G, as in God. And that will be Murfreesboro, M-U-R-F-R-E-E-S-B-O-R-O, and that will be Tennessee. Okay. 337129. Okay, thank you. Mm-hmm. And what's your date of birth? Um, yes, it will be June- Mm-hmm. ... 25, 1987. June 25th of 1987? Yes. And then, what's your phone number? Is it 365- Uh, yes, ma'am. ... 89898- 615? Mm-hmm. Yes, ma'am, you got it right. And then, do you want to add a secondary? Um, no, ma'am. No? What about your email address? Um, yes, it's all lowercase. L as in love, A as in apple, Q as in queen, U as in unicorn, I as in ice cream, N as in Nancy, T as in Tom, A as in apple, S as in Sam, A as in apple, N as in Nancy, D as in door, E as in egg, R as in rhinoceros, S as in Sam, 808@yahoo.com. Okay, thank you. Mm-hmm.

All right. That was your first name, ASanders, S-A-N-D-E-R-S, 808@yahoo.com? Mm-hmm. Okay. Correct. All right. Did you want some information regarding the plans that they offer or did you know already what you wanted to be enrolled into? Um, yes, ma'am. I'm looking at the, um, plan that I already want and then I wanna do, uh, employee and child. Mm-hmm. And I could tell you which plan I want. Okay. Uh, I would like to do- Okay. Employee and child, I would like to do in medical terms, the VIP standard. Mm-hmm. That's 25.84. All right. I got that one. And s- Okay, thank you. And then also I would like to do the dental for us. Mm-hmm. That's 8.92. Okay. And then also I would like to do the life for us, that's 2.36. Mm-hmm. And then also I would like to do the vision. That's 4.57 for us. Okay. And then also... Let me see. I think that'll be it. Okay. So I have the VIP standard, which is your medical plan for employee, employee and child for \$25.84 weekly. I have dental for employee- Mm-hmm. ... and child for \$8.92 for m- Weekly term life for employee and child for \$2.36 weekly, vision for \$4.57 weekly. That looks like it's a total of \$41.69 weekly. Do you allow Hospitality Staffing Solutions to make the weekly deductions of \$41.69 based selected plans? Mm-hmm. Okay. Um, please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$41.69 come out of your paycheck, the following Monday of that first deduction is when you have active coverage. And by that first week of your active coverage, either that Thursday or Friday, you should be receiving two cards, your dental and your vision. And for your VIP standards, they normally don't mail those out, but if you do want a physical card, once you become active, that following Monday- Mm-hmm. ... you're welcome to give us a call and request a physical one if you do want a physical VIP standard. But for us to request it, you would have to be active. Okay? So if you do want a physical card- Okay. Good. ... once, um, you see that first deduction the following Monday, you're welcome to give us a call. And I was also gonna tell you, for your term life, um, did... Who did you wanna put down for the beneficiary? Did you wanna put your child? Um, my... Yeah, I wanna put my son. What's his first and last name? Um, his first name is spelled Kaden. It's spelled capital K, apostrophe, capital A as in apple, lowercase a as in apple, d as in door, e as in egg, N as in Nancy. Last name is Smotherman. S as in Sam, M as in Mary, O as in octopus, T as in Tom, H as in house, E as in egg, R as in rhinoceros, M as in Mary, A as in apple, N as in Nancy. Okay, thank you. You said capital K, apostrophe, capital A, a, D-E-N, and then your last name, Smotherman, and then child. Did you just wanna put him down? Um, yes. Yes. Okay. All right. Did you have any questions? Um, yes, I do. Also, I know where I see at the bottom here, it, it says list your, um, dependents on the insurance. Do you have to- Yes. Do I have to give you that information too as well? Yeah, you do. Um, for him, I just need a... Uh, are you just adding one child or multiple childs? No, I'm just adding him. That's all I have- Okay. ... is just him. And then, um, I just need his date of birth and his Social. Um, yes. His date of birth is 8/22/2020. Okay. All right. Your Social. I'm getting something for you. Okay. Hold on one second. Let me find that, let's see. Hmm. And if you don't have it right now, you're always welcome to call on that- I have it. Oh, okay. Yeah. It'll be 098930243. Okay, thank you. That was 098- Yeah. ... 930243? Yes, ma'am. Okay, thank you. All right. He's down as your dependent and your beneficiary. Yes. I love that. So I don't need to fill that out since it's already filled out, you already filled it out for me, just leave it there- Correct. ... in your log. Okay. Mm-hmm. 'Cause I already did, um, I already did it for you, so I would just disregard- Yes, ma'am. ... that 'cause you're all set for the benefits. Yeah, and I'm a... Yes, ma'am. And when I call her back in a minute, I'm just gonna tell her that I had to call the line because it

wouldn't let me erase like the, the area, the area for me. Okay. Yeah. Yes, ma'am. 'Cause you're all set. Now you really just have to wait for the, for your staffing agency to start making the deductions. And once you see the very first one, the following Monday is when you have active coverage for these plans. And then just remember that- Yeah, ma'am. ... for the first week you will be getting two cards, which is your dental and your vision. And if you do want a physical card, you're welcome to call us that Monday once you see the first- Mm-hmm. ... um, deduction from your paycheck to order that VIP standard 'cause they don't really send those out- Yep. ... to the members. So you would have to request it. Okay, that'll be fine. Okay? And if for some reason you have- Yeah. ... like a doctor's appointment and you still don't have your cards, you're welcome to give us a call at this number and we can email them to you once they're available. They're normally available- Oh, okay. ... um, like that Wednesday. Oh, okay. Thank you. You're welcome. Any questions- No. ... comments? No, ma'am. I thank you for help me, helping me. I'm sorry. Mm-hmm. You're welcome. I hope you have a great day. All right. You too. You have a blessed one, okay? Thank you. All right. 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 and No Cards. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello, Miss Stephanie. My name is LaQuinta Smotherman. Um, I was calling because I just applied for a new job and I'm doing the enrollment paper for y- your benefits. Um, and as I'm doing it, um, on the, on the computer on the internet, um, I clicked one button, like one slot, and it's not letting me click off. So, I'm just trying to see, uh, how to do that, or how to erase that.

Speaker speaker_1: So, ooh, I don't have access to the website, but I can help you do it- ... over the phone.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. Were you trying to, like, enroll into benefits or did you wanna decline the enrollment?

Speaker speaker_2: Yeah, I was trying to enroll into benefits-

Speaker speaker_1: Okay, yeah, I can help with that.

Speaker speaker_2: ... for this company.

Speaker speaker_1: Um, what's the name of the company?

Speaker speaker_2: Um, yes, it's called Hospitality, uh, Staffing Solutions.

Speaker speaker_1: Okay.

Speaker speaker_2: It's spelled H-

Speaker speaker_1: And then where do I... Mm-hmm.

Speaker speaker_2: I'm sorry, I don't have ...

Speaker speaker_1: That's okay, I got it. Um, I just need the last four of your Social.

Speaker speaker_2: Um, yes, ma'am. It'll be 4033.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then what is your first and last name?

Speaker speaker_2: Um, first name is LaQuinta, spelled capital L-A, capital Q-U-I-N-T-A. My last name is Smotherman, capital S-M-O-T-H-E-R-M-A-N.

Speaker speaker_1: Okay, thank you. How long have you been with them?

Speaker speaker_2: Um, I was supposed to get hired on with them just today. And only they sent me the package-

Speaker speaker_1: Okay.

Speaker speaker_2: ... over just now.

Speaker speaker_1: Gotcha. So that's why I cannot find you in the system. So I c- I can do, um, I can go ahead and create your file, but for that I do need your full Social, your full address, um, like your phone number, email and all that information.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. All right, give me one second. So you're with Hospitality Staffing Solution. Give me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. I just need your full Social. I'm ready whenever you are.

Speaker speaker_2: Um, yes, it'll be 411934033.

Speaker speaker_1: Okay, thank you. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then I'm gonna spell your name just to make sure that I got it right. So your first name is Q-U-I-N-T-A?

Speaker speaker_2: L-A-Q-U-I-N-T-A. LaQuinta.

Speaker speaker_1: Okay. Okay, thank you. And then your last name, is it S-M-O-T-H-E-R-M-A-N?

Speaker speaker_2: No, S as in Sam.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: M as in Mary, O as in octopus, T as in Tom, H as in house, E as in egg, R as in rhinoceros, M as in Mary, A as in apple, N as in Nancy.

Speaker speaker_1: Okay, thank you. S-M-O-T-H-E-R-M-A-N?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, thank you. And then, what's your address?

Speaker speaker_2: Um, yes, it will be 902W, it's a big W, capitalized W-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... period, Main, M-A-I-N, Street.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it will be apartment G, as in God. And that will be Murfreesboro, M-U-R-F-R-E-E-S-B-O-R-O, and that will be Tennessee.

Speaker speaker_1: Okay.

Speaker speaker_2: 337129.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And what's your date of birth?

Speaker speaker_2: Um, yes, it will be June-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 25, 1987.

Speaker speaker_1: June 25th of 1987?

Speaker speaker_2: Yes.

Speaker speaker_1: And then, what's your phone number? Is it 365-

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_1: ... 89898-

Speaker speaker_2: 615?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yes, ma'am, you got it right.

Speaker speaker_1: And then, do you want to add a secondary?

Speaker speaker_2: Um, no, ma'am.

Speaker speaker_1: No? What about your email address?

Speaker speaker_2: Um, yes, it's all lowercase. L as in love, A as in apple, Q as in queen, U as in unicorn, I as in ice cream, N as in Nancy, T as in Tom, A as in apple, S as in Sam, A as in apple, N as in Nancy, D as in door, E as in egg, R as in rhinoceros, S as in Sam, 808@yahoo.com.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. That was your first name, ASanders, S-A-N-D-E-R-S, 808@yahoo.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Did you want some information regarding the plans that they offer or did you know already what you wanted to be enrolled into?

Speaker speaker_2: Um, yes, ma'am. I'm looking at the, um, plan that I already want and then I wanna do, uh, employee and child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I could tell you which plan I want.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, I would like to d- Okay. Employee and child, I would like to do in medical terms, the VIP standard.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That's 25.84.

Speaker speaker_1: All right. I got that one.

Speaker speaker_2: And s- Okay, thank you. And then also I would like to do the dental for us.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That's 8.92.

Speaker speaker_1: Okay.

Speaker speaker_2: And then also I would like to do the life for us, that's 2.36.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then also I would like to do the vision. That's 4.57 for us.

Speaker speaker_1: Okay.

Speaker speaker_2: And then also... Let me see. I think that'll be it.

Speaker speaker_1: Okay. So I have the VIP standard, which is your medical plan for employee, employee and child for \$25.84 weekly. I have dental for employee-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and child for \$8.92 for m- Weekly term life for employee and child for \$2.36 weekly, vision for \$4.57 weekly. That looks like it's a total of \$41.69 weekly. Do you allow Hospitality Staffing Solutions to make the weekly deductions of \$41.69 based selected plans?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$41.69 come out of your paycheck, the following Monday of that first deduction is when you have active coverage. And by that first week of your active coverage, either that Thursday or Friday, you should be receiving two cards, your dental and your vision. And for your VIP standards, they normally don't mail those out, but if you do want a physical card, once you become active, that following Monday-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you're welcome to give us a call and request a physical one if you do want a physical VIP standard. But for us to request it, you would have to be active. Okay? So if you do want a physical card-

Speaker speaker_2: Okay. Good.

Speaker speaker_1: ... once, um, you see that first deduction the following Monday, you're welcome to give us a call. And I was also gonna tell you, for your term life, um, did... Who did you wanna put down for the beneficiary? Did you wanna put your child?

Speaker speaker_2: Um, my... Yeah, I wanna put my son.

Speaker speaker_1: What's his first and last name?

Speaker speaker_2: Um, his first name is spelled Kaden. It's spelled capital K, apostrophe, capital A as in apple, lowercase a as in apple, d as in door, e as in egg, N as in Nancy. Last name is Smotherman. S as in Sam, M as in Mary, O as in octopus, T as in Tom, H as in house, E as in egg, R as in rhinoceros, M as in Mary, A as in apple, N as in Nancy.

Speaker speaker_1: Okay, thank you. You said capital K, apostrophe, capital A, a, D-E-N, and then your last name, Smotherman, and then child. Did you just wanna put him down?

Speaker speaker_2: Um, yes. Yes.

Speaker speaker_1: Okay. All right. Did you have any questions?

Speaker speaker_2: Um, yes, I do. Also, I know where I see at the bottom here, it, it says list your, um, dependents on the insurance. Do you have to-

Speaker speaker_1: Yes.

Speaker speaker_2: Do I have to give you that information too as well?

Speaker speaker_1: Yeah, you do. Um, for him, I just need a... Uh, are you just adding one child or multiple childs?

Speaker speaker_2: No, I'm just adding him. That's all I have-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is just him.

Speaker speaker_1: And then, um, I just need his date of birth and his Social.

Speaker speaker_2: Um, yes. His date of birth is 8/22/2020.

Speaker speaker_1: Okay. All right. Your Social.

Speaker speaker_2: I'm getting something for you. Okay.

Speaker speaker_1: Hold on one second. Let me find that, let's see.

Speaker speaker_2: Hmm.

Speaker speaker_1: And if you don't have it right now, you're always welcome to call on that-

Speaker speaker_2: I have it.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yeah. It'll be 098930243.

Speaker speaker_1: Okay, thank you. That was 098-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 930243?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, thank you. All right. He's down as your dependent and your beneficiary.

Speaker speaker_2: Yes. I love that. So I don't need to fill that out since it's already filled out, you already filled it out for me, just leave it there-

Speaker speaker_1: Correct.

Speaker speaker_2: ... in your log. Okay.

Speaker speaker_1: Mm-hmm. 'Cause I already did, um, I already did it for you, so I would just disregard-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... that 'cause you're all set for the benefits.

Speaker speaker_2: Yeah, and I'm a... Yes, ma'am. And when I call her back in a minute, I'm just gonna tell her that I had to call the line because it wouldn't let me erase like the, the area, the area for me.

Speaker speaker_1: Okay. Yeah. Yes, ma'am. 'Cause you're all set. Now you really just have to wait for the, for your staffing agency to start making the deductions. And once you see the very first one, the following Monday is when you have active coverage for these plans. And then just remember that-

Speaker speaker_2: Yeah, ma'am.

Speaker speaker_1: ... for the first week you will be getting two cards, which is your dental and your vision. And if you do want a physical card, you're welcome to call us that Monday once you see the first-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, deduction from your paycheck to order that VIP standard 'cause they don't really send those out-

Speaker speaker_2: Yep.

Speaker speaker_1: ... to the members. So you would have to request it.

Speaker speaker_2: Okay, that'll be fine.

Speaker speaker_1: Okay? And if for some reason you have-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... like a doctor's appointment and you still don't have your cards, you're welcome to give us a call at this number and we can email them to you once they're available. They're normally available-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... um, like that Wednesday.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: You're welcome. Any questions-

Speaker speaker_2: No.

Speaker speaker_1: ... comments?

Speaker speaker_2: No, ma'am. I thank you for help me, helping me. I'm sorry.

Speaker speaker_1: Mm-hmm. You're welcome. I hope you have a great day.

Speaker speaker_2: All right. You too. You have a blessed one, okay?

Speaker speaker_1: Thank you.

Speaker speaker_2: All right. Bye-bye.