

## **Transcript: Estefania**

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### **Full Transcript**

Hello? Your call has been answered or recorded for quality assurances. Hey, good morning. My name is Stephanie. I'm calling from Benefits on a Card on behalf of BGSF Staffing. I'm looking to speak with Ms. Alethea? Yes, ma'am. This is Alethea. Um, I'm calling regarding 2023 enrollment forms for staffing agency, and you'd like to apply for employee and child, or life plan. However, you didn't give us any information regarding the dependents' information. So I was just calling to repeat that for you. Okay. You said I, I, I clicked on, w- what was it? Like life insurance? Yes, ma'am. Um, you selected employee- Okay. I, I apologize. I apologize. I'm speaking for me. I do apologize. That's fine 'cause I was gonna update information. Do you still wanna add your child to that plan for the life insurance? No, no, no. I don't want life insurance at all. Oh, okay. Um, do you just don't want that particular plan or would you like to decline? No. I'd like to decline. Any benefits? I apo- Yes. I'd like to decline. I apologize. Oh, okay. Yeah. That's fine. Um, so due to the call being recorded, you stated that you didn't wanna receive any benefits from BGS Staffing. Is that correct? I don't wanna receive the life benefits. Uh, yes. Okay. Um, would you still like the medical plans? You selected VIP Classic for employee only. Yes. The disability... Okay. So, let me go over the plans with you. So you selected VIP Classic for employee only, the dental plan for \$3.38 for employee only, the short-term disability for employee only for \$3.66. The vision plan for \$1.99 for employee only, and the critical illness for \$2.33 for employee only. That comes out to a total of \$29.91 of weekly deduction. Um, do you authorize your staffing agency to make that deduction? Yes. Okay. And then due to the fact that you selected critical illness, I would need your beneficiary. Did you still wanna add major? Colburn. Yes. Okay. And then is this your son? Yes. Okay. Okay. Please allow one or two weeks for your staffing agency to start making these deductions. Once you see the first deduction of \$29.91 from your paycheck, the following Monday is when your coverage becomes active. I did like to advise you that for the VIP ClassicCards, they normally don't mail those out to you. Um, it's normally only sent through your email address, but the week of your activation week, if for some reason you do decide to get a physical one, you're welcome to give us a call and we're able to put that request in for you. And then by that Friday, your first activation week, you should receive your dental card and vision card. Okay. Thank you so much for exceptional service. You're welcome. Um, did you have any questions for me before I let you go? I don't. No? Okay. Well, thank you for your time. I hope you have a great day. You do the same. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call has been answered or recorded for quality assurances.

Speaker speaker\_0: Hey, good morning. My name is Stephanie. I'm calling from Benefits on a Card on behalf of BGSF Staffing. I'm looking to speak with Ms. Alethea? Yes, ma'am. This is Alethea. Um, I'm calling regarding 2023 enrollment forms for staffing agency, and you'd like to apply for employee and child, or life plan. However, you didn't give us any information regarding the dependents' information. So I was just calling to repeat that for you. Okay. You said I, I, I clicked on, w- what was it? Like life insurance?

Speaker speaker\_1: Yes, ma'am. Um, you selected employee-

Speaker speaker\_0: Okay. I, I apologize. I apologize. I'm speaking for me. I do apologize.

Speaker speaker\_1: That's fine 'cause I was gonna update information. Do you still wanna add your child to that plan for the life insurance?

Speaker speaker\_0: No, no, no. I don't want life insurance at all.

Speaker speaker\_1: Oh, okay. Um, do you just don't want that particular plan or would you like to decline?

Speaker speaker\_0: No. I'd like to decline.

Speaker speaker\_1: Any benefits?

Speaker speaker\_0: I apo- Yes. I'd like to decline. I apologize.

Speaker speaker\_1: Oh, okay. Yeah. That's fine. Um, so due to the call being recorded, you stated that you didn't wanna receive any benefits from BGS Staffing. Is that correct?

Speaker speaker\_0: I don't wanna receive the life benefits. Uh, yes.

Speaker speaker\_1: Okay. Um, would you still like the medical plans? You selected VIP Classic for employee only.

Speaker speaker\_0: Yes.

Speaker speaker\_1: The disability... Okay. So, let me go over the plans with you. So you selected VIP Classic for employee only, the dental plan for \$3.38 for employee only, the short-term disability for employee only for \$3.66. The vision plan for \$1.99 for employee only, and the critical illness for \$2.33 for employee only. That comes out to a total of \$29.91 of weekly deduction. Um, do you authorize your staffing agency to make that deduction?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. And then due to the fact that you selected critical illness, I would need your beneficiary. Did you still wanna add major?

Speaker speaker\_0: Colburn. Yes.

Speaker speaker\_1: Okay. And then is this your son?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Okay. Please allow one or two weeks for your staffing agency to start making these deductions. Once you see the first deduction of \$29.91 from your paycheck, the following Monday is when your coverage becomes active. I did like to advise you that for the VIP ClassicCards, they normally don't mail those out to you. Um, it's normally only sent through your email address, but the week of your activation week, if for some reason you do decide to get a physical one, you're welcome to give us a call and we're able to put that request in for you. And then by that Friday, your first activation week, you should receive your dental card and vision card.

Speaker speaker\_0: Okay. Thank you so much for exceptional service.

Speaker speaker\_1: You're welcome. Um, did you have any questions for me before I let you go?

Speaker speaker\_0: I don't.

Speaker speaker\_1: No? Okay. Well, thank you for your time. I hope you have a great day.

Speaker speaker\_0: You do the same. Thank you.

Speaker speaker\_1: Thank you.