

## **Transcript: Estefania**

**Acevedo-4850598719995904-4759119607578624**

### **Full Transcript**

Your call is being recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits on behalf of the Resource Company. I'm speaking with Mr. Carl Junior? Mm-hmm. Um, I'm, we're currently processing enrollment forms, um, and we came across yours. Apparently you chose to select the dental coverage for employee and spouse, life, vision and group accident. We're currently missing your beneficiary as well as a dependent's information. Um, so I was just calling to get that information if you still wanted to include your spouse for that dental plan. Yeah. Okay. You still wish to keep your spouse with the dental plan? Yeah. What's her first and last name? Um, Freesia Jones. Okay. And then, um, do you have her social? If you don't, we can put zeros for now and you're welcome to call us back whenever you have that information. No, I can get it. Tell Freesia to come here. Come on, Mama. They need their social. Huh? They need their social. Okay. They need to do their dental and all that stuff. Hello? Hello. Hi. Hi, ma'am. Um, I was telling him that we're missing the dental information for the dependent. He has a dependent as well, but we didn't get anything like your name, birthday, nor social. Um, I'm not sure if I could get that social from you. Yes. It is 243-31-2025. And his birthday is? It's 12-18-79. Okay. And then who does he want to put down for his beneficiary? Because he got the term life and we need a beneficiary for that. It is Freesia, F-R-E-E-S-I-A. And then Jones? Yes. Okay. And then did he just want to put you down or did he want to add a, another beneficiary as well? Yes. Jahsiah. J-A-H-S-I-A-H. Okay. Sorry. Yes. That's fine. Okay. Can you spell that first name again? Yes. J-A-H-S-I-A-H. Griffen. G-R-I-F-F-I-N. And then is this a child? Yes. It's a... All right. Did he want to add anybody else or just you guys? Just us. Okay. Um, please allow one or two weeks for your employer to start making that deduction. Once he sees a first deduction of \$12.31 from his paycheck, the following Monday is when the coverage becomes active. And then that Friday or Thursday of his activation week, he should be receiving his vision card as well as his dental card. Okay. Perfect. Yes. Thank you for your time. I hope you have a great day today. You too. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Your call is being recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good morning. I'm calling from Benefits on behalf of the Resource Company. I'm speaking with Mr. Carl Junior?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, I'm, we're currently processing enrollment forms, um, and we came across yours. Apparently you chose to select the dental coverage for employee and spouse, life, vision and group accident. We're currently missing your beneficiary as well as a dependent's information. Um, so I was just calling to get that information if you still wanted to include your spouse for that dental plan.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. You still wish to keep your spouse with the dental plan?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What's her first and last name?

Speaker speaker\_2: Um, Freesia Jones.

Speaker speaker\_1: Okay. And then, um, do you have her social? If you don't, we can put zeros for now and you're welcome to call us back whenever you have that information.

Speaker speaker\_2: No, I can get it. Tell Freesia to come here.

Speaker speaker\_3: Come on, Mama.

Speaker speaker\_2: They need their social.

Speaker speaker\_4: Huh?

Speaker speaker\_2: They need their social.

Speaker speaker\_4: Okay.

Speaker speaker\_2: They need to do their dental and all that stuff.

Speaker speaker\_4: Hello?

Speaker speaker\_1: Hello.

Speaker speaker\_4: Hi.

Speaker speaker\_1: Hi, ma'am. Um, I was telling him that we're missing the dental information for the dependent. He has a dependent as well, but we didn't get anything like your name, birthday, nor social. Um, I'm not sure if I could get that social from you.

Speaker speaker\_4: Yes. It is 243-31-2025.

Speaker speaker\_1: And his birthday is?

Speaker speaker\_4: It's 12-18-79.

Speaker speaker\_1: Okay. And then who does he want to put down for his beneficiary? Because he got the term life and we need a beneficiary for that.

Speaker speaker\_4: It is Freesia, F-R-E-E-S-I-A.

Speaker speaker\_1: And then Jones?

Speaker speaker\_4: Yes.

Speaker speaker\_1: Okay. And then did he just want to put you down or did he want to add a, another beneficiary as well?

Speaker speaker\_4: Yes. Jahsiah. J-A-H-S-I-A-H.

Speaker speaker\_1: Okay. Sorry.

Speaker speaker\_4: Yes. That's fine.

Speaker speaker\_1: Okay. Can you spell that first name again?

Speaker speaker\_4: Yes. J-A-H-S-I-A-H. Griffen. G-R-I-F-F-I-N.

Speaker speaker\_1: And then is this a child?

Speaker speaker\_4: Yes. It's a...

Speaker speaker\_1: All right. Did he want to add anybody else or just you guys?

Speaker speaker\_4: Just us.

Speaker speaker\_1: Okay. Um, please allow one or two weeks for your employer to start making that deduction. Once he sees a first deduction of \$12.31 from his paycheck, the following Monday is when the coverage becomes active. And then that Friday or Thursday of his activation week, he should be receiving his vision card as well as his dental card.

Speaker speaker\_4: Okay. Perfect. Yes.

Speaker speaker\_1: Thank you for your time. I hope you have a great day today.

Speaker speaker\_4: You too. Thank you.

Speaker speaker\_1: You're welcome.