Transcript: Estefania Acevedo-5087807502204928-5845887751995392

Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yes, ma'am. This is John Owen, uh, 42813-3354, and my date of birth is 09-23-62. Okay. And I just called and enrolled in the insurance. Mm-hmm. Yes. And, um, I called my wife and told her, and she wanted me to call y'all back and ask y'all if y'all had, uh, I got the short-term disability in- that y'all offered in the other plan. Mm-hmm. But she said that y'all have a- a long-term disability plan? Um, so I actually have to get in your file. Okay. What state agency do you work for? I'm sorry. I work for SST. And then, what are the last four of your Social? 3354. Can you please verify your address again and your date of birth, John? Yes. Uh, my date of birth is 09-23-1962. And my address is 8 Bilbo Hill Drive, Poplarville, Mississippi 39470. Okay. And I have 601-746-6197 as your phone number, and johnny.owenjk at gmail.com? That is correct. So, let me... Actually, I don't think they offer it. Let me, um, actually verify real quick with the benefit guide. So, they only offer short-term disability. There's no long term. I didn't think they did. Okay, what- But I just got done verifying, they don't. They only offer short-term. What- Mm-hmm. What is the difference? I- I- I don't... I'm really not familiar with what that means. So, short-term disability, um, it's like when you- you don't- you're not able to work. So, for them, their elimination period is seven days, the benefit period is 90 days, and the benefit amount is $500 per month. So, they only unfortunately offer a short-term disability. They don't offer one for the long run. Okay. So, actually, what we've been talking about is about a $1,500? So, it's a $500 per month, and then it's a 90 day, 90 days. So, basically three months, correct? Correct. 90 days. So, that would be... So, that benefit would be for $1,500, correct? Um, I wouldn't be so sure to tell you. I just know it's $500 per month. Okay. And 90 days is how ma- it's three months, right? Yes, depending on the month, 'cause some months are shorter than others. And what if it falls in February. Right. February's like 20-something days. So, I- I wouldn't really be able to tell you. The only thing I can go based off of is what the guide allows me to inform you. Yeah. Because- So, basically what you're wanting me to... What- what- does it offer anything else other than that? That's it. That's the only thing that it offers, and that one's $4.20 weekly from your paycheck. But like I said, it's only short-term disability, not long, not for the long run. Okay. Yeah. Well, thank you, ma'am. You're welcome. Okay. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. This is John Owen, uh, 42813-3354, and my date of birth is 09-23-62.

Speaker speaker_0: Okay.

Speaker speaker_1: And I just called and enrolled in the insurance.

Speaker speaker_0: Mm-hmm. Yes.

Speaker speaker_1: And, um, I called my wife and told her, and she wanted me to call y'all back and ask y'all if y'all had, uh, I got the short-term disability in- that y'all offered in the other plan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But she said that y'all have a- a long-term disability plan?

Speaker speaker_0: Um, so I actually have to get in your file.

Speaker speaker_1: Okay.

Speaker speaker_0: What state agency do you work for? I'm sorry.

Speaker speaker_1: I work for SST.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 3354.

Speaker speaker_0: Can you please verify your address again and your date of birth, John?

Speaker speaker_1: Yes. Uh, my date of birth is 09-23-1962. And my address is 8 Bilbo Hill Drive, Poplarville, Mississippi 39470.

Speaker speaker_0: Okay. And I have 601-746-6197 as your phone number, and johnny.owenjk at gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: So, let me... Actually, I don't think they offer it. Let me, um, actually verify real quick with the benefit guide. So, they only offer short-term disability. There's no long term. I didn't think they did.

Speaker speaker_1: Okay, what-

Speaker speaker_0: But I just got done verifying, they don't. They only offer short-term.

Speaker speaker_1: What-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: What is the difference? I- I- I don't... I'm really not familiar with what that means.

Speaker speaker_0: So, short-term disability, um, it's like when you- you don't- you're not able to work. So, for them, their elimination period is seven days, the benefit period is 90 days, and the benefit amount is $500 per month. So, they only unfortunately offer a short-term disability. They don't offer one for the long run.

Speaker speaker_1: Okay. So, actually, what we've been talking about is about a $1,500?

Speaker speaker_0: So, it's a $500 per month, and then it's a 90 day, 90 days.

Speaker speaker_1: So, basically three months, correct?

Speaker speaker_0: Correct. 90 days.

Speaker speaker_1: So, that would be... So, that benefit would be for $1,500, correct?

Speaker speaker_0: Um, I wouldn't be so sure to tell you. I just know it's $500 per month.

Speaker speaker_1: Okay. And 90 days is how ma- it's three months, right?

Speaker speaker_0: Yes, depending on the month, 'cause some months are shorter than others. And what if it falls in February.

Speaker speaker_1: Right.

Speaker speaker_0: February's like 20-something days. So, I- I wouldn't really be able to tell you. The only thing I can go based off of is what the guide allows me to inform you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Because-

Speaker speaker_1: So, basically what you're wanting me to... What- what- does it offer anything else other than that?

Speaker speaker_0: That's it. That's the only thing that it offers, and that one's $4.20 weekly from your paycheck. But like I said, it's only short-term disability, not long, not for the long run.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Well, thank you, ma'am.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay. All right. Bye-bye.

Speaker speaker_0: Bye.