

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, uh, did y'all just call me? My phone hung up. I'm trying to call y'all back. This is Brianna Woodall. Yes, ma'am. That was me. Um, I was calling to- Sorry for my phone. It's okay. We're currently processing and, um, the enrollment forms for TRC, and we ran across yours. It looks like you filled it out on the 15 of this month for the healthcare- Okay. ... benefits that they offer. Um, you selected to be enrolled into dental with a dependent, but we didn't receive the dependent's information. Um, it looks like you selected dental for employee plus spouse for \$6.77 weekly from your paycheck, um, but we didn't get your spouse information. Did you still- Oh. ... want to enroll with them or did you only want to enroll by yourself? Um, I wanted to ask a question about that. Even though we're not married or nothing, I can still add him on there? Uh, let me see if they accept that. Give me one second. Let me verify. Okay. Thank you so much 'cause it's not, then I guess just take him off. Oh, okay. Yeah. So with TRC, they do require you- Just required. ... guys to be, like, um, married. They don't, um, allow domestic partnerships. Okay. Yes, ma'am. Then take him off and just add me on there. That's why I didn't figure, um, finish filling it out 'cause I meant to- Gotcha. ... ask her about that. And it slipped my mind. Yeah. Some staffing agencies don't mind, but some do. And it looks like they do require that. Okay. Yes, ma'am. Um. Maybe just take him off. Okay. Did you just want to do dental? That's the only plan that you have selected, but they also do offer other ones. Uh, did you just want to do dental, though? That's \$3.51. Uh, yes, ma'am. Okay. Yes, ma'am. So- What else do they offer? They offer vision, term life, critical ill- illness, cancer benefit, group accident- Yeah. ... uh, ID protection. I'll just do the, um, I'll just do the dental then. Okay. Yes, ma'am. 'Cause I already got insurance to go to the doctor and stuff. I just need dental insurance really. Gotcha. So that would be \$3.51 weekly from your paycheck. Um, so please allow one or two weeks for your staffing agency to make the first deduction of the \$3.51 from your paycheck. Once you see that very first deduction come out of your check, the following Monday of that first deduction is when your plan become active. So they do that deduction on a Friday, that means that the following Monday the plan would be effective. And by that first or second week, you should be getting your dental card mailed out to you. And if you have, like, a dentist appointment coming up and you still don't have your card, you're welcome to just contact us and we can email them to you electronically. Did you want any information regarding the dental plan? Um, no, ma'am. I'll just... If I, if I need y'all or I need that or and I don't get it in the mail, I'll just give y'all a call and get y'all to email it to me. C- is this the good number? Yes, ma'am. So this is the number that you would call, like, for questions and to get your card mailed out. All right. Thank you so much. And I feel sorry about that. No, no, no. You're fine. I hope you have a great day. You too. Thank you, ma'am. Thank you. Bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, uh, did y'all just call me? My phone hung up. I'm trying to call y'all back. This is Brianna Woodall.

Speaker speaker_0: Yes, ma'am. That was me. Um, I was calling to-

Speaker speaker_1: Sorry for my phone.

Speaker speaker_0: It's okay. We're currently processing and, um, the enrollment forms for TRC, and we ran across yours. It looks like you filled it out on the 15 of this month for the healthcare-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefits that they offer. Um, you selected to be enrolled into dental with a dependent, but we didn't receive the dependent's information. Um, it looks like you selected dental for employee plus spouse for \$6.77 weekly from your paycheck, um, but we didn't get your spouse information. Did you still-

Speaker speaker_1: Oh.

Speaker speaker_0: ... want to enroll with them or did you only want to enroll by yourself?

Speaker speaker_1: Um, I wanted to ask a question about that. Even though we're not married or nothing, I can still add him on there?

Speaker speaker_0: Uh, let me see if they accept that. Give me one second. Let me verify.

Speaker speaker_1: Okay. Thank you so much 'cause it's not, then I guess just take him off.

Speaker speaker_0: Oh, okay. Yeah. So with TRC, they do require you-

Speaker speaker_1: Just required.

Speaker speaker_0: ... guys to be, like, um, married. They don't, um, allow domestic partnerships.

Speaker speaker_1: Okay. Yes, ma'am. Then take him off and just add me on there. That's why I didn't figure, um, finish filling it out 'cause I meant to-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... ask her about that. And it slipped my mind.

Speaker speaker_0: Yeah. Some staffing agencies don't mind, but some do. And it looks like they do require that.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Um.

Speaker speaker_1: Maybe just take him off.

Speaker speaker_0: Okay. Did you just want to do dental? That's the only plan that you have selected, but they also do offer other ones. Uh, did you just want to do dental, though? That's \$3.51.

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. Yes, ma'am. So-

Speaker speaker_1: What else do they offer?

Speaker speaker_0: They offer vision, term life, critical ill- illness, cancer benefit, group accident-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... uh, ID protection.

Speaker speaker_1: I'll just do the, um, I'll just do the dental then.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am. 'Cause I already got insurance to go to the doctor and stuff. I just need dental insurance really.

Speaker speaker_0: Gotcha. So that would be \$3.51 weekly from your paycheck. Um, so please allow one or two weeks for your staffing agency to make the first deduction of the \$3.51 from your paycheck. Once you see that very first deduction come out of your check, the following Monday of that first deduction is when your plan become active. So they do that deduction on a Friday, that means that the following Monday the plan would be effective. And by that first or second week, you should be getting your dental card mailed out to you. And if you have, like, a dentist appointment coming up and you still don't have your card, you're welcome to just contact us and we can email them to you electronically. Did you want any information regarding the dental plan?

Speaker speaker_1: Um, no, ma'am. I'll just... If I, if I need y'all or I need that or and I don't get it in the mail, I'll just give y'all a call and get y'all to email it to me. C- is this the good number?

Speaker speaker_0: Yes, ma'am. So this is the number that you would call, like, for questions and to get your card mailed out.

Speaker speaker_1: All right. Thank you so much. And I feel sorry about that.

Speaker speaker_0: No, no, no. You're fine. I hope you have a great day.

Speaker speaker_1: You too. Thank you, ma'am.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: All right.