

## **Transcript: Estefania**

**Acevedo-5815653013176320-6102394592870400**

### **Full Transcript**

Thank you for calling benefits in a card. My name is Stephanie. How can I assist you? Uh, yes. I got a call. My name is Rashon Farmer. I had just applied with Mega Force, and they was telling me I didn't put the right stuff on my dependency and also my medical sheet for- Mm-hmm. ... insurance. Okay. Uh. Um, what are the last four of your social? Uh, 5844. Okay. Thank you. Okay. For security purposes, I do need you to verify your address and date of birth. Uh, 3033 Adams Boulevard, apartment three. Date of birth is 10/08/ um, 1991. And what was that state? In the city of Greenville, North Carolina. So- Okay. Thank you. 252-214-9738 is your phone number? Yes. Okay. Let's see. Yeah. So, it looks like you filled it out on March 19 of this year. Oh. You selected to be enrolled into employee plus spouse for the vision plan, but it looks like you didn't give her information, so they changed that vision plan to employee only. Did you want to add your spouse to vision? Uh, no. It's just employee only. Oh. Okay. I think something was going on with their system that day or computer or something, because I remember checking everything. But I think they were having like some issues too. Mm-hmm. Yeah. Okay. Um, do you still want to keep dental for employee only, term life for employee only, vision for employee only, group accident for employee only, and then your preventative plan called the MEC Tele-RS for employee only? Yeah. All for employee only. Okay. And then, um, since you selected term life- Yeah. ... who do you want to put down as a beneficiary, if something was to happen to you? Uh, my mother. What's her first and last name? Uh, my mom, uh, her first name is Leslie, and it's spelled like, you know, the regular way. Uh, last name Farmer, F-A-R-M-E-R. You said Leslie Farmer? Yeah. Okay. All right. Did you have questions regarding any of your plans? Mm-hmm. Um, they was telling me something about the, um, dependency, um, with the, um... I guess, with the tax thing, but I don't know if y'all deal with that. Oh, no. We don't deal with that. Mm-mm. Okay. So, I'm not gonna- Um, so... ... pay attention. Okay. And I was going to tell you to please allow one or two weeks for your staff and agency to start making the first deduction. Once you see the very first deduction of the \$24.09 come out of your paycheck, the following Monday of that first deduction is when your plans become active, and then that first week you should be getting your cards. Um, I was gonna let you know that for your MEC Tele-RS, it's only a preventative plan. Okay? So it's only gonna- Okay. ... cover doc- um, like a physical, some vaccines, some STD and cancer screening. So that plan doesn't cover like doctor visits, if you get sick or anything like that. Okay. Okay? Um, but you're enrolled. Now you just gotta wait on the deductions. All right. Thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling benefits in a card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, yes. I got a call. My name is Rashon Farmer. I had just applied with Mega Force, and they was telling me I didn't put the right stuff on my dependency and also my medical sheet for-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh.

Speaker speaker\_0: Um, what are the last four of your social?

Speaker speaker\_1: Uh, 5844.

Speaker speaker\_0: Okay. Thank you. Okay. For security purposes, I do need you to verify your address and date of birth.

Speaker speaker\_1: Uh, 3033 Adams Boulevard, apartment three. Date of birth is 10/08/ um, 1991.

Speaker speaker\_0: And what was that state?

Speaker speaker\_1: In the city of Greenville, North Carolina. So-

Speaker speaker\_0: Okay. Thank you. 252-214-9738 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let's see. Yeah. So, it looks like you filled it out on March 19 of this year.

Speaker speaker\_1: Oh.

Speaker speaker\_0: You selected to be enrolled into employee plus spouse for the vision plan, but it looks like you didn't give her information, so they changed that vision plan to employee only. Did you want to add your spouse to vision?

Speaker speaker\_1: Uh, no. It's just employee only.

Speaker speaker\_0: Oh. Okay.

Speaker speaker\_1: I think something was going on with their system that day or computer or something, because I remember checking everything. But I think they were having like some issues too.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, do you still want to keep dental for employee only, term life for employee only, vision for employee only, group accident for employee only, and then your preventative plan called the MEC Tele-RS for employee only?

Speaker speaker\_1: Yeah. All for employee only.

Speaker speaker\_0: Okay. And then, um, since you selected term life-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... who do you want to put down as a beneficiary, if something was to happen to you?

Speaker speaker\_1: Uh, my mother.

Speaker speaker\_0: What's her first and last name?

Speaker speaker\_1: Uh, my mom, uh, her first name is Leslie, and it's spelled like, you know, the regular way. Uh, last name Farmer, F-A-R-M-E-R.

Speaker speaker\_0: You said Leslie Farmer?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right. Did you have questions regarding any of your plans?

Speaker speaker\_1: Mm-hmm. Um, they was telling me something about the, um, dependency, um, with the, um... I guess, with the tax thing, but I don't know if y'all deal with that.

Speaker speaker\_0: Oh, no. We don't deal with that. Mm-mm.

Speaker speaker\_1: Okay. So, I'm not gonna-

Speaker speaker\_0: Um, so...

Speaker speaker\_1: ... pay attention.

Speaker speaker\_0: Okay. And I was going to tell you to please allow one or two weeks for your staff and agency to start making the first deduction. Once you see the very first deduction of the \$24.09 come out of your paycheck, the following Monday of that first deduction is when your plans become active, and then that first week you should be getting your cards. Um, I was gonna let you know that for your MEC Tele-RS, it's only a preventative plan. Okay? So it's only gonna-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... cover doc- um, like a physical, some vaccines, some STD and cancer screening. So that plan doesn't cover like doctor visits, if you get sick or anything like that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Um, but you're enrolled. Now you just gotta wait on the deductions.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.