

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits 000 on behalf of AG Staffing. Um, this is Clayton. Hey, good afternoon. Um, I'm calling because we're currently processing an enrollment form that you filled out on February 27 for the staffing agency you selected to be enrolled into some of their healthcare benefits, um, but you also selected not to participate. So, I was actually wondering if you did wanna enroll or if you wanted to decline the coverage? Um... Oh. You said that, um... Yeah, I'll enroll in it. I'm sorry? Yeah, I'll enroll. It was the, like, the last 000. Yeah, you selected the VIP Classic for \$18.50 weekly for employee, dental for \$3.38 for employee, life for \$1.96 for employee, critical illness with cancer benefit for \$2.33, and group accident for \$1.86. Um, that would be a weekly deduction of \$28.03 weekly from your paycheck. Yeah, I'll enroll in it. Okay. And then, I just wanted to make sure that I got your address right. Um, was it 726 Cumberland Trace Road, Unit 534, Bowling Green, Kentucky? 634 Cumberland Trace Road, yep. Apartment 634. 634, okay. And then, it's Bowling Green, Kentucky? Yeah, Bowling Green, Kentucky. Okay, all right. Um, so please allow one to two weeks for your staffing agency to start making this deduction. Once you see the first deduction of \$28.03 come out of your paycheck, the following Monday of this first deduction is when your plan becomes active. By that first week, you should be getting your dental card. Um, and for your medical card, which is the VIP Classic, they don't normally send that one out. So, if you do want a physical one, once you become active, you're welcome to call us and we can put in a request for it, um, as well as send you the card via email. Okay, thank you. You're welcome. And then since you selected group accident critical illness, um, who do you wanna put down as a beneficiary? If something was to happen to you- Okay. ... who would you wanna leave that money to? Um, uh, Alecia Tucker 000. Alecia? Yeah. A-L-E-C-I-A Tucker. I'm sorry, can you spell that person again? A-L-E-C-I-A. And then, did you say Tucker? Yeah, Tucker, T-U-C-K-E-R. And then relationship? Um, girlfriend. Okay. All right. All right, I went ahead and added you, so now you just really have to play the waiting game and wait for your staffing agency to start processing, um, that first deduction. Okay. All right. Well, thank you for your time. I hope you have a great day. Thank you. You too. Take care. Mm-hmm, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits 000 on behalf of AG Staffing.

Speaker speaker_2: Um, this is Clayton.

Speaker speaker_1: Hey, good afternoon. Um, I'm calling because we're currently processing an enrollment form that you filled out on February 27 for the staffing agency you selected to be enrolled into some of their healthcare benefits, um, but you also selected not to participate. So, I was actually wondering if you did wanna enroll or if you wanted to decline the coverage?

Speaker speaker_2: Um...

Speaker speaker_3: Oh.

Speaker speaker_1: You said that, um...

Speaker speaker_2: Yeah, I'll enroll in it.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Yeah, I'll enroll. It was the, like, the last 000.

Speaker speaker_1: Yeah, you selected the VIP Classic for \$18.50 weekly for employee, dental for \$3.38 for employee, life for \$1.96 for employee, critical illness with cancer benefit for \$2.33, and group accident for \$1.86. Um, that would be a weekly deduction of \$28.03 weekly from your paycheck.

Speaker speaker_2: Yeah, I'll enroll in it.

Speaker speaker_1: Okay. And then, I just wanted to make sure that I got your address right. Um, was it 726 Cumberland Trace Road, Unit 534, Bowling Green, Kentucky?

Speaker speaker_2: 634 Cumberland Trace Road, yep. Apartment 634.

Speaker speaker_1: 634, okay. And then, it's Bowling Green, Kentucky?

Speaker speaker_2: Yeah, Bowling Green, Kentucky.

Speaker speaker_1: Okay, all right. Um, so please allow one to two weeks for your staffing agency to start making this deduction. Once you see the first deduction of \$28.03 come out of your paycheck, the following Monday of this first deduction is when your plan becomes active. By that first week, you should be getting your dental card. Um, and for your medical card, which is the VIP Classic, they don't normally send that one out. So, if you do want a physical one, once you become active, you're welcome to call us and we can put in a request for it, um, as well as send you the card via email.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. And then since you selected group accident critical illness, um, who do you wanna put down as a beneficiary? If something was to happen to you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... who would you wanna leave that money to?

Speaker speaker_2: Um, uh, Alecia Tucker 000.

Speaker speaker_1: Alecia?

Speaker speaker_2: Yeah. A-L-E-C-I-A Tucker.

Speaker speaker_1: I'm sorry, can you spell that person again?

Speaker speaker_2: A-L-E-C-I-A.

Speaker speaker_1: And then, did you say Tucker?

Speaker speaker_2: Yeah, Tucker, T-U-C-K-E-R.

Speaker speaker_1: And then relationship?

Speaker speaker_2: Um, girlfriend.

Speaker speaker_1: Okay. All right. All right, I went ahead and added you, so now you just really have to play the waiting game and wait for your staffing agency to start processing, um, that first deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Take care.

Speaker speaker_2: Mm-hmm, bye-bye.

Speaker speaker_1: Bye.