

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? Hi, uh, so I am trying to get you guys the information for my two kids and my wife. So that they can be covered with our insurance. Okay, what staffing agency? Uh, Superior Trade. Okay, and then the last four of your social? Uh, 9355. Your first and last name please. Is it Michael? Michael Wisniewski. Okay, for security purposes, can you verify your address and date of birth? That'll be the 9570 Whitestar Road, and then, uh, February 8th of '94. Okay, thank you. And then I have 920-660-7254 as your phone number. That's the one. Okay. All right, so let's see. Y- your vision right now, uh, did you still want to keep your level of coverage the same? You have Vision for employee only, Dental for employee only, VIP Classic for employee only, Short-Term Disability for employee only, Term Life for employee only, and then your preventative plan, being the MEC Standalone, for employee plus family. Did you want to keep those as, as they are, or were you trying to... I know you want to add- So- ... your, the police information, but did you want to change anything? So it sounds like I, um, I misclicked. I was trying to do, um, full coverage for everybody in my family. Oh, okay, so everybody... Okay, give me one second. I'm, I'm sorry. It's okay. I can go ahead and change it. Um, it's good that you, um, know now, because the last day to make any changes or to, like, add any new plans is May 30th, just for future reference. So just in case- Okay. ... you did want to add something new or change it from employee to family, to employee only for some reason or something like that, your last day to do so is May 30th. And we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Um, so for your VIP Classic, being your plan that covers a flat fee towards your doctor visits of sick, right, or visits if injured, for employee and family, that's \$57.58 weekly. Is that okay? Yeah, that's fantastic. And then I have Dental for employee and family being \$20.52 weekly. Is that fine? Yep. And then Term Life is \$3.13 weekly for employee and family. Is that okay? Yes. And then Vision being do- \$9.20 weekly for employee and family. Is that fine? Yes. Okay, so... And then your MEC for employee and family's 25.84, so that's what you already had. So that's a new weekly deduction of 120.47. Um, do you allow me to make these changes? Yes, please. Thank you. Okay. Please allow... Oh, well, actually, let me see. Loading... Okay, so it does take seven to ten business days for any changes to process, so there is a possibility that you still may experience one or two deductions of just \$62.70. If you do just experience that deduction of the \$62, that means, um, that for your vision, dental, medical, short-term term life, that's only gonna be for employee only. Once you see that new deduction of the 120.47, that's when the coverage with your family goes into effect, um, for all of your plans. The one that is gon- currently gonna stay as employee and family is your MEC. That one's gonna stay how it is. Um, but it does take seven to ten business days for any changes to process, so if you still experience one or two deductions of \$62.70, that's for your employee-only coverage when it comes to vision, dental, VIP Classic,

and term life. Then once you see the new one of 120.47, the following Monday of that first deduction is when that new coverage level goes into effect, okay? And then I'm ready for your spouse information. Okay. Um, so w- what exactly do you need? Uh, I need their first name, last name, relationship, gender, social, and date of birth. Okay. So, for my wife, Agatha Wisniewski. And then, if you want, you can provide me her first and last name first. Yep. Uh, so it'll be Hannah M- Han- Hannah, um, Wisniewski. Okay. And then, it'll be May 11th of '99 for her birthday. Okay. And then do you want her social number? Yes. Uh, it'll be 390-Mm-hmm. ... 19 4754. Okay. All right. And that was 05/11/1999, correct? Yes. Okay, and then I'm ready for the child. All right. Um, first will be my daughter, um, Athena Wisniewski. Okay. And that will be March 2nd of '21. Okay, and then that social. Uh, 68189 2393. And then, the- the boy is Rowin Wisnusk. I'm sorry, can you repeat his first name? Uh, Rowin. It'll be R-O-W-I-N. Okay. And then he was born May 10th of '22. And then the social, please. It will be 211- Mm-hmm. ... 17-7045. All right. And then is there a third child? Uh, she will be born in August. Oh, okay, so I would just have to wait. Yes. All right, and then you said for Athena, that was on March 2nd of 2021, right? Yes. Okay. Thank you. Just making sure. All right. So I have them all in there, and then for your beneficiaries, um, who were you trying to add? Um, I'll just put my wife. Okay. Let me see. Hannah. Okay. All right. I went ahead and added them. So now, like I said, you just have to wait, um, for the first deduction of the \$120 with 47 cents. And once you see that very first deduction, that following Monday's when your family goes into effect with the plans being dental, term life, vision, and the VIP Classic. And it looks like they already have coverage when it comes to the preventative one. Uh, but once you see that first one, like I said, the following Monday is when that- their plan go into effect. And then you should be getting your new cards by that first or second week of active coverage, and I was gonna let you know, um, that for your VIP c- for VIP Classic card, normally that one they don't mail it out to you. So once that plan goes into effect with your family, I would call to request a physical one. Okay. Thank you. Mm-hmm. Did you have any o- um, questions for me? I was also gonna inform you that if you have a doctor's appointment and you still don't have your cards, you're welcome to give us a call and we can go ahead and send them to you electronically. All right. That would probably work perfect 'cause I know we've had a couple, um, appointments already and they're just waiting to back charge for the insurance information, so... Okay. Is it... Just keep in mind that it would have to be, like, um, appointments once you actually have coverage. Like, not past ones when you didn't have coverage. Okay. Coverage. Okay. All right. Do you have any other questions? No. That was it. Thank you. You're welcome. I hope you have a great day. You as- you as well. Thank you. All right. Bye.

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: Hi, uh, so I am trying to get you guys the information for my two kids and my wife. So that they can be covered with our insurance.

Speaker speaker_0: Okay, what staffing agency?

Speaker speaker_1: Uh, Superior Trade.

Speaker speaker_0: Okay, and then the last four of your social?

Speaker speaker_1: Uh, 9355.

Speaker speaker_0: Your first and last name please. Is it Michael?

Speaker speaker_1: Michael Wisniewski.

Speaker speaker_0: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: That'll be the 9570 Whitestar Road, and then, uh, February 8th of '94.

Speaker speaker_0: Okay, thank you. And then I have 920-660-7254 as your phone number.

Speaker speaker_1: That's the one.

Speaker speaker_0: Okay. All right, so let's see. Y- your vision right now, uh, did you still want to keep your level of coverage the same? You have Vision for employee only, Dental for employee only, VIP Classic for employee only, Short-Term Disability for employee only, Term Life for employee only, and then your preventative plan, being the MEC Standalone, for employee plus family. Did you want to keep those as, as they are, or were you trying to... I know you want to add-

Speaker speaker_1: So-

Speaker speaker_0: ... your, the police information, but did you want to change anything?

Speaker speaker_1: So it sounds like I, um, I misclicked. I was trying to do, um, full coverage for everybody in my family.

Speaker speaker_0: Oh, okay, so everybody... Okay, give me one second.

Speaker speaker_1: I'm, I'm sorry.

Speaker speaker_0: It's okay. I can go ahead and change it. Um, it's good that you, um, know now, because the last day to make any changes or to, like, add any new plans is May 30th, just for future reference. So just in case-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you did want to add something new or change it from employee to family, to employee only for some reason or something like that, your last day to do so is May 30th. And we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Um, so for your VIP Classic, being your plan that covers a flat fee towards your doctor visits of sick, right, or visits if injured, for employee and family, that's \$57.58 weekly. Is that okay?

Speaker speaker_1: Yeah, that's fantastic.

Speaker speaker_0: And then I have Dental for employee and family being \$20.52 weekly. Is that fine?

Speaker speaker_1: Yep.

Speaker speaker_0: And then Term Life is \$3.13 weekly for employee and family. Is that okay?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Vision being do- \$9.20 weekly for employee and family. Is that fine?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so... And then your MEC for employee and family's 25.84, so that's what you already had. So that's a new weekly deduction of 120.47. Um, do you allow me to make these changes?

Speaker speaker_1: Yes, please. Thank you.

Speaker speaker_0: Okay. Please allow... Oh, well, actually, let me see. Loading... Okay, so it does take seven to ten business days for any changes to process, so there is a possibility that you still may experience one or two deductions of just \$62.70. If you do just experience that deduction of the \$62, that means, um, that for your vision, dental, medical, short-term term life, that's only gonna be for employee only. Once you see that new deduction of the 120.47, that's when the coverage with your family goes into effect, um, for all of your plans. The one that is gon- currently gonna stay as employee and family is your MEC. That one's gonna stay how it is. Um, but it does take seven to ten business days for any changes to process, so if you still experience one or two deductions of \$62.70, that's for your employee-only coverage when it comes to vision, dental, VIP Classic, and term life. Then once you see the new one of 120.47, the following Monday of that first deduction is when that new coverage level goes into effect, okay? And then I'm ready for your spouse information.

Speaker speaker_1: Okay. Um, so w- what exactly do you need?

Speaker speaker_0: Uh, I need their first name, last name, relationship, gender, social, and date of birth.

Speaker speaker_1: Okay. So, for my wife, Agatha Wisniewski.

Speaker speaker_0: And then, if you want, you can provide me her first and last name first.

Speaker speaker_1: Yep. Uh, so it'll be Hannah M- Han- Hannah, um, Wisniewski.

Speaker speaker_0: Okay.

Speaker speaker_1: And then, it'll be May 11th of '99 for her birthday.

Speaker speaker_0: Okay.

Speaker speaker_1: And then do you want her social number?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, it'll be 390-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 19 4754.

Speaker speaker_0: Okay. All right. And that was 05/11/1999, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I'm ready for the child.

Speaker speaker_1: All right. Um, first will be my daughter, um, Athena Wisniewski.

Speaker speaker_0: Okay.

Speaker speaker_1: And that will be March 2nd of '21.

Speaker speaker_0: Okay, and then that social.

Speaker speaker_1: Uh, 68189 2393.

Speaker speaker_2: And then, the- the boy is Rowin Wisnuski.

Speaker speaker_0: I'm sorry, can you repeat his first name?

Speaker speaker_2: Uh, Rowin. It'll be R-O-W-I-N.

Speaker speaker_0: Okay.

Speaker speaker_2: And then he was born May 10th of '22.

Speaker speaker_0: And then the social, please.

Speaker speaker_2: It will be 211-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 17-7045.

Speaker speaker_0: All right. And then is there a third child?

Speaker speaker_2: Uh, she will be born in August.

Speaker speaker_0: Oh, okay, so I would just have to wait.

Speaker speaker_2: Yes.

Speaker speaker_0: All right, and then you said for Athena, that was on March 2nd of 2021, right?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Thank you. Just making sure. All right. So I have them all in there, and then for your beneficiaries, um, who were you trying to add?

Speaker speaker_2: Um, I'll just put my wife.

Speaker speaker_0: Okay. Let me see. Hannah. Okay. All right. I went ahead and added them. So now, like I said, you just have to wait, um, for the first deduction of the \$120 with 47 cents. And once you see that very first deduction, that following Monday's when your family goes into effect with the plans being dental, term life, vision, and the VIP Classic. And it looks like they already have coverage when it comes to the preventative one. Uh, but once you see that first one, like I said, the following Monday is when that- their plan go into effect. And then you should be getting your new cards by that first or second week of active coverage, and I was gonna let you know, um, that for your VIP c- for VIP Classic card, normally that one they don't mail it out to you. So once that plan goes into effect with your family, I would call to request a physical one.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Mm-hmm. Did you have any o- um, questions for me? I was also gonna inform you that if you have a doctor's appointment and you still don't have your cards, you're welcome to give us a call and we can go ahead and send them to you electronically.

Speaker speaker_2: All right. That would probably work perfect 'cause I know we've had a couple, um, appointments already and they're just waiting to back charge for the insurance information, so...

Speaker speaker_0: Okay. Is it... Just keep in mind that it would have to be, like, um, appointments once you actually have coverage. Like, not past ones when you didn't have coverage.

Speaker speaker_2: Okay. Coverage. Okay.

Speaker speaker_0: All right. Do you have any other questions?

Speaker speaker_2: No. That was it. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_2: You as- you as well. Thank you.

Speaker speaker_0: All right. Bye.