

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I'm calling about my, my, my policy. I'm sorry, can you repeat that? I'm calling about my benefits policy. Okay. What staff and agency do you work for? PRC. And then what are the last four of your Social? 2955. And your first and last name, please? Bobby Hand. For security purposes, can you verify your address and date of birth? 1006 Pruitt Avenue, LaGrange, Georgia 30240, 1881. And have 678-673-8756 as your phone number? Yes. And bobby50@gmail.com is as up-to-date? Yes. Okay, and then what were you exactly, um, trying to ask for assistance for? Hey, hey, hey, like, like I just got me... Mm-hmm. I want... I, I got the four... I got, I got four kids, but like I just want one of them on the medical, the dental, and the vision, though. But like, the other, the other three, all four are more on the life and the, uh, disabil- uh, with the, with the accidental. So, um, you have VIP Standard for employee plus child, dental for employee plus child, term life for employee plus child, vision for employee plus child, and group accident plus employee plus child. So you're still gonna... Even if you take one of the... Yeah, you only have one of the kids in there either way. You have Ariana Hand? Yeah. That's the only one she need... She don't, she the only one we need. But I want to add the other one to, to the life and the, uh, accidental. Okay, I have Gloria. Yeah, that's my mama. I'm talking about adding my kids. Okay. She's adding by, uh, the, the beneficiary, right? Yes, so did you want to take your mom off? She ain't on my life, bitch. She ain't on the accidental. So your beneficiaries are gonna be for your... I can't select for, um, a certain... So your benefi-... Whoever you ask for your beneficiaries is gonna be for term life and group accident. So right now it would only be your mom. Yeah, but who the hell is that? Yeah, they're who I want on the beneficiary. I wa- I was saying I want to add my, my other kids to my, to, to my accidental, in the, uh, the life. Okay, yeah, that's fine. Did you want to keep your mom on there, though? Yes. Or did you want to take her off? No, keep her on there. Okay. Um, all right. What's your... The first child's first and last name? Bobby Hand III. Oh, give me one second. You said the first one is Bobby? No, Hand III. Mm-hmm. Okay, and then the second child? Gabriel, G-A-B-R-I-E-L Hand. Mm-hmm. And then is there, uh, third child? Third. Mm-hmm. Yeah, Derek, Derek Hand, D-E-R-R, Hand, D-E-R-E-K Hand. Okay, is there another child? No, ma'am. No? Okay. I added them as beneficiaries already, so they're in there. Oh, not beneficiary. I wanted to add to, to, to the, uh, the, the life and, uh, the acci... Do I have life and accidental plan? Okay, so you wanted to add them as dependents then, not as beneficiaries. Yes, yeah. Yeah, yeah, not, not benefic- Okay. Okay, so for that I do have to change your coverage then. So let me... I don't want to add 'em to the medical, uh, uh, dental or the vision. Yeah, you just want to add them to your term life and short-term disability as dependents, correct? Yes. So you already have, um, you already have employee plus child, but I'll go ahead and add them. Um, what about for the beneficiaries though? Did you still want

to keep your mom on there or did you want to also- Yeah. ... add the kids? No, I wanted my mom to be the beneficiary, but, you know, she's... You can keep them on there too as beneficiaries, it don't matter. It's your choice, because I have to add a beneficiary. Like, I'll add your kids as the dependents right now. But, um, for the beneficiary, um, it was only your mother. Did you just want to keep them- Yeah, them can stay. Okay. Yeah, yeah. Keep them there, okay? All right, give me one second. Let me add all of that. Okay. So since you're adding them to the, your, um, dependents, um, I do need their date of birth, social as well. So for Bobby III, um, do you have his social or do you want me to put zeroes for now if you don't have it? No. I don't got, got a social right now. Okay. So I'll go ahead and put zeroes. Um, and then it's a male, right? It's a what? A male, a boy. Yes. Okay. And then what's his date of birth? 11/27/2013. Okay. So that's for Bobby. Then let me get the other one. Gabriel. And also put zeroes for his social for now? Yeah. I don't got it. Yeah. I ain't got it right now. Okay. And then what's his date of birth? 2/4/2017. Okay. All right. And Derek, 10th. Okay. And then how about Derrick? What's his- 5th. ... date of birth? 5/7/2015. Okay. So I have Ariana, Bobby, Gabriel, and Derrick. And then for your beneficiary, I have Gloria. Yes, ma'am. All right. Did you have any other questions for me? So they have been added. No, ma'am. That'll be all. All right. Well, I hope you have a great day. They have been added to your coverage. Okay. Thank you so much. Thank you. Have a nice day, sir. 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: Yeah, I'm calling about my, my, my policy.

Speaker speaker_0: I'm sorry, can you repeat that?

Speaker speaker_1: I'm calling about my benefits policy.

Speaker speaker_0: Okay. What staff and agency do you work for?

Speaker speaker_1: PRC.

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

Speaker speaker_1: 2955.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Bobby Hand.

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

Speaker speaker_1: 1006 Pruitt Avenue, LaGrange, Georgia 30240, 1881.

Speaker speaker_0: And have 678-673-8756 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And bobby50@gmail.com is as up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then what were you exactly, um, trying to ask for assistance for?

Speaker speaker_1: Hey, hey, hey, like, like I just got me...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I want... I, I got the four... I got, I got four kids, but like I just want one of them on the medical, the dental, and the vision, though. But like, the other, the other three, all four are more on the life and the, uh, disabil- uh, with the, with the accidental.

Speaker speaker_0: So, um, you have VIP Standard for employee plus child, dental for employee plus child, term life for employee plus child, vision for employee plus child, and group accident plus employee plus child. So you're still gonna... Even if you take one of the... Yeah, you only have one of the kids in there either way. You have Ariana Hand?

Speaker speaker_1: Yeah. That's the only one she need... She don't, she the only one we need. But I want to add the other one to, to the life and the, uh, accidental.

Speaker speaker_0: Okay, I have Gloria.

Speaker speaker_1: Yeah, that's my mama. I'm talking about adding my kids.

Speaker speaker_0: Okay.

Speaker speaker_1: She's adding by, uh, the, the beneficiary, right?

Speaker speaker_0: Yes, so did you want to take your mom off?

Speaker speaker_1: She ain't on my life, bitch. She ain't on the accidental.

Speaker speaker_0: So your beneficiaries are gonna be for your... I can't select for, um, a certain... So your benefi-... Whoever you ask for your beneficiaries is gonna be for term life and group accident. So right now it would only be your mom.

Speaker speaker_1: Yeah, but who the hell is that? Yeah, they're who I want on the beneficiary. I wa- I was saying I want to add my, my other kids to my, to, to my accidental, in the, uh, the life.

Speaker speaker_0: Okay, yeah, that's fine. Did you want to keep your mom on there, though?

Speaker speaker_1: Yes.

Speaker speaker_0: Or did you want to take her off?

Speaker speaker_1: No, keep her on there.

Speaker speaker_0: Okay. Um, all right. What's your... The first child's first and last name?

Speaker speaker_1: Bobby Hand III.

Speaker speaker_0: Oh, give me one second. You said the first one is Bobby?

Speaker speaker_1: No, Hand III.

Speaker speaker_0: Mm-hmm. Okay, and then the second child?

Speaker speaker_1: Gabriel, G-A-B-R-I-E-L Hand.

Speaker speaker_0: Mm-hmm. And then is there, uh, third child?

Speaker speaker_1: Third.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, Derek, Derek Hand, D-E-R-R, Hand, D-E-R-E-K Hand.

Speaker speaker_0: Okay, is there another child?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: No? Okay. I added them as beneficiaries already, so they're in there.

Speaker speaker_1: Oh, not beneficiary. I wanted to add to, to, to the, uh, the, the life and, uh, the acci... Do I have life and accidental plan?

Speaker speaker_0: Okay, so you wanted to add them as dependents then, not as beneficiaries.

Speaker speaker_1: Yes, yeah. Yeah, yeah, not, not benefic-

Speaker speaker_0: Okay. Okay, so for that I do have to change your coverage then. So let me...

Speaker speaker_1: I don't want to add 'em to the medical, uh, uh, dental or the vision.

Speaker speaker_0: Yeah, you just want to add them to your term life and short-term disability as dependents, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: So you already have, um, you already have employee plus child, but I'll go ahead and add them. Um, what about for the beneficiaries though? Did you still want to keep your mom on there or did you want to also-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... add the kids?

Speaker speaker_1: No, I wanted my mom to be the beneficiary, but, you know, she's... You can keep them on there too as beneficiaries, it don't matter.

Speaker speaker_0: It's your choice, because I have to add a beneficiary. Like, I'll add your kids as the dependents right now. But, um, for the beneficiary, um, it was only your mother.

Did you just want to keep them-

Speaker speaker_1: Yeah, them can stay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, yeah. Keep them there, okay?

Speaker speaker_0: All right, give me one second. Let me add all of that. Okay. So since you're add- adding them to the, your, um, dependents, um, I do need their date of birth, social as well. So for Bobby III, um, do you have his social or do you want me to put zeroes for now if you don't have it?

Speaker speaker_2: No. I don't got, got a social right now.

Speaker speaker_0: Okay. So I'll go ahead and put zeroes. Um, and then it's a male, right?

Speaker speaker_2: It's a what?

Speaker speaker_0: A male, a boy.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And then what's his date of birth?

Speaker speaker_2: 11/27/2013.

Speaker speaker_0: Okay. So that's for Bobby. Then let me get the other one. Gabriel. And also put zeroes for his social for now?

Speaker speaker_2: Yeah. I don't got it. Yeah. I ain't got it right now.

Speaker speaker_0: Okay. And then what's his date of birth?

Speaker speaker_2: 2/4/2017.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. And Derek, 10th.

Speaker speaker_0: Okay. And then how about Derrick? What's his-

Speaker speaker_2: 5th.

Speaker speaker_0: ... date of birth?

Speaker speaker_2: 5/7/2015.

Speaker speaker_0: Okay. So I have Ariana, Bobby, Gabriel, and Derrick. And then for your beneficiary, I have Gloria.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right. Did you have any other questions for me? So they have been added.

Speaker speaker_2: No, ma'am. That'll be all.

Speaker speaker_0: All right. Well, I hope you have a great day. They have been added to your coverage.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_0: Thank you. Have a nice day, sir.

Speaker speaker_2: You too.