

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Ooh, ooh, ooh. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, I'm filling out my information online, and I'm trying to add my fiance. I'm not quite married, so I don't wanna put spouse. Okay. Um, I can help you do it over the phone through a phone call. Uh, what staffing agency are you with? Serge. Okay. And then, what are the last four of your Social? 3623. Um, could I get your first and last name, please? Ciara Lachleison. Okay. For security purposes, Ciara, do you mind verifying your address as well as your date of birth for me? Yeah, go ahead. All right. 625 Whisper Court, Apartment 201B, Austell, Georgia 30168. 11/12/92. Is your phone number still the 726-209-1583? Yes, ma'am. Okay. And then I have ciara.lache@icall.com. Yes, ma'am. Okay. And you said you wanted to add your spouse? It looks like you have the Family Plan, give me one second, for Dental, Term Life, Vision, and VIP Classic. Um, so we are missing your spouse information. What's his first and last name? So, that's what I was saying. So, uh, we're, we're engaged. We're not married yet. Okay. So is there for a domestic partner to call? Oh, gotcha. So ... Can you... Yes, ma'am. You're with Serge, right? Yes, ma'am. Oh, yeah. So for Serge Staffing you would have to be married to add him to your plans. Okay, so it's just gonna be me and my daughter then? Okay. So I'm gonna have to go back and just do me and my child? Okay, yeah. I can fix that for you. Did you wanna, um, do Employee and Child for Dental, Term Life, and the VIP Classic? Yes, ma'am. Okay. And then you already have Employee plus Child for Vision, so let me fix that. Okay, so I have the VIP Classic for Employee and Child. That would be a weekly deduction of \$30.19. I also have Dental for Employee and Child, which would be \$11.01. Term Life for Employee and Child, which would be \$1.89 weekly. And then Vision for Employee and Child, which would be \$4.94. That would be a weekly deduction of \$48.03. Do you allow Serge Staffing to make that weekly deduction for those selected plans? Yes, ma'am. Okay. Please allow one or two weeks for your employer to start making those deductions. Once you see the very first deduction of the \$48.03 come out of your check, the following Monday from that deduction is when you have active coverage. And then by Thursday or Friday, you should be getting your Dental card, your Vision card, and for your VIP Classic, which is your medical plan. They don't send those out to the members, but if you do want a physical medical card, you're welcome to give us a call that Monday of your activation week, and we can go ahead and put in our request for you to receive it. Okay. And then I was gonna actually ask you, since you have the Term Life, did you wanna add a beneficiary if something was to happen to you? Who do you wanna put down? On this one you are allowed to put your... Um, you can just put my daughter still. Okay. All right. And that was A-B-A... Lachleison: A-B-L... Mm-hmm. Okay. All right. Okay. I put her down. Um, did you have any questions for me? So do I have to finish it online, or I'm done? No, you're done. I went ahead and did it for you. Okay. Thank you

so much. Because you're on time. You're on time. Yeah. Enjoy your day. Thank you. You too. Have a nice day. Thank you.

Conversation Format

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

Speaker speaker_1: Ooh, ooh, ooh.

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, I'm filling out my information online, and I'm trying to add my fiancé. I'm not quite married, so I don't wanna put spouse.

Speaker speaker_2: Okay. Um, I can help you do it over the phone through a phone call. Uh, what staffing agency are you with?

Speaker speaker_1: Serge.

Speaker speaker_2: Okay. And then, what are the last four of your Social?

Speaker speaker_1: 3623.

Speaker speaker_2: Um, could I get your first and last name, please?

Speaker speaker_1: Ciara Lachleison.

Speaker speaker_2: Okay. For security purposes, Ciara, do you mind verifying your address as well as your date of birth for me?

Speaker speaker_1: Yeah, go ahead. All right. 625 Whisper Court, Apartment 201B, Austell, Georgia 30168. 11/12/92.

Speaker speaker_2: Is your phone number still the 726-209-1583?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And then I have ciara.lache@icall.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And you said you wanted to add your spouse? It looks like you have the Family Plan, give me one second, for Dental, Term Life, Vision, and VIP Classic. Um, so we are missing your spouse information. What's his first and last name?

Speaker speaker_1: So, that's what I was saying. So, uh, we're, we're engaged. We're not married yet.

Speaker speaker_2: Okay.

Speaker speaker_1: So is there for a domestic partner to call?

Speaker speaker_2: Oh, gotcha.

Speaker speaker_1: So ...

Speaker speaker_2: Can you...

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: You're with Serge, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, yeah. So for Serge Staffing you would have to be married to add him to your plans.

Speaker speaker_1: Okay, so it's just gonna be me and my daughter then?

Speaker speaker_2: Okay.

Speaker speaker_1: So I'm gonna have to go back and just do me and my child?

Speaker speaker_2: Okay, yeah. I can fix that for you. Did you wanna, um, do Employee and Child for Dental, Term Life, and the VIP Classic?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And then you already have Employee plus Child for Vision, so let me fix that. Okay, so I have the VIP Classic for Employee and Child. That would be a weekly deduction of \$30.19. I also have Dental for Employee and Child, which would be \$11.01. Term Life for Employee and Child, which would be \$1.89 weekly. And then Vision for Employee and Child, which would be \$4.94. That would be a weekly deduction of \$48.03. Do you allow Serge Staffing to make that weekly deduction for those selected plans?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Please allow one or two weeks for your employer to start making those deductions. Once you see the very first deduction of the \$48.03 come out of your check, the following Monday from that deduction is when you have active coverage. And then by Thursday or Friday, you should be getting your Dental card, your Vision card, and for your VIP Classic, which is your medical plan. They don't send those out to the members, but if you do want a physical medical card, you're welcome to give us a call that Monday of your activation week, and we can go ahead and put in our request for you to receive it.

Speaker speaker_1: Okay.

Speaker speaker_2: And then I was gonna actually ask you, since you have the Term Life, did you wanna add a beneficiary if something was to happen to you? Who do you wanna put down? On this one you are allowed to put your...

Speaker speaker_1: Um, you can just put my daughter still.

Speaker speaker_2: Okay. All right. And that was A-B-A... Lachleison:

Speaker speaker_3: A-B-L... Mm-hmm.

Speaker speaker_2: Okay. All right. Okay. I put her down. Um, did you have any questions for me?

Speaker speaker_1: So do I have to finish it online, or I'm done?

Speaker speaker_2: No, you're done. I went ahead and did it for you.

Speaker speaker_3: Okay. Thank you so much.

Speaker speaker_2: Because you're on time. You're on time.

Speaker speaker_3: Yeah. Enjoy your day.

Speaker speaker_2: Thank you. You too. Have a nice day.

Speaker speaker_3: Thank you.