

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, yes. I, I'd like to, uh, find out about the enroll for the benefits, 'cause I work for Jeannie. I work at Jeannie for, uh, I work for, um, for Stella. Okay. This is my second week for, um, at Jeannie now. I was wondering if I can enroll with the benefits. Okay. You said your staffing agency is through for Stella, right? Yeah, yeah. Okay. And then, um, what are the last four of your Social? My Social Security number? The last four. 7784. Okay, give me one second. Did you mean PERA staffing? Huh? Say again? Uh, did you mean, um, PERA staffing? PERA, yes. PERA. Mm-hmm. And then give me that last numbers of your Social again. 7784, you said? Yep. Yes, that's correct. Yes. And then your first and last name, please. Uh, Jack this is Jack ... Okay. For security purposes, can you verify your address and your date of birth? Uh, 11131 17 Court West in Everett, Washington 98204. And 18/19/62. You said eight- eight- Oh, yeah. I'm sorry, you were breaking up. August. August 10, 1962. Okay, thank you. 452-528-4770 is your phone number? Yes. Okay, then I have dvisaasyourlastname@Yahoo.com? Yes. Okay. Did you know by any chance which one to enroll into already? Uh, I'm sorry, what you say again? Um, did you know by any chance what were the plans that you wanted to enroll into already? Uh, no. Um, what if I just wanted to put myself, not, not my child, just for myself 'cause I want, I don't know how long I'm gonna be working for, uh, you know, for Stella, 'cause I plan to have PERA convert me to be a permanent 'cause I used to work there, like, before. And- Okay. Do you know what I mean? So, I went ahead- Did they- Um, yes, sir. They let- I was gonna tell you, I went ahead and emailed you your benefit guide to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Well, what do you mean? You sent me something in my email? Yes, sir. I sent you the plans that they offer so that you can let me know which one you're looking into enrolling. Oh, I'm, I'm not quite sure. I don't understand much about... I looked through it, but how much does that cost per month for just one, just for myself, you know? Can you tell me? It's, so it's not monthly deductions, it's actually weekly deductions. How much is that? Um, it depends on the plans that you select. So, the weekly deductions have a lot to do with the plans that you select. So, that's why it just depends on what plan you get. Um, but I said- So, how much is a weekly deduction from you, from me? 15 bucks- It- ... a week or what? It depends. It depends on the plan that you get, 'cause there's different plans and it just, it would really just depend. But it's weekly deductions, like I said. It's not monthly deductions, it's weekly. So I'm not really sure how much you'll be paying. So if they, let's say if I go to the doctor every month for, for my, uh, medical doctor, so I just went for that. How much would it be? How much per month? It could, it, the thing is, what I'm trying to say is, they offer different medical plans. They offer different plans. Depending on the plan that you get has a lot to do with how much the deductions are. But there's different services so I wouldn't be able to a-

answer that question, so it just depends on what you get and how much it sums up to, 'cause, um, they offer general vision. They offer different plans but the deductions depend on how many, how many plans you get. Yeah, I, I don't need- And which ones they are. I don't need any vision. Okay. Yeah, but the thing is- I don't need it. ... um, I, I need to know what plan, 'cause there's three different medical plans- Okay. ... that they offer, and that's why- Okay. I'll look it up and I'll call you later. Okay. Okay? If- Do you want me to give you the deadline of the last day that you would have to enroll? Yeah, yeah. Okay, give me one second. Let me check real quick. So your last day to enroll for you will be... on the 21st of February. 21st February? Yeah, that's the last day that you will have to call in and let us know which one you wanna enroll into. Okay? So as long as you call us before that time, we can enroll you. Um, and then I did send you the benefit guide to your email file, so that benefit guide has all the plans that they offer. Okay. All right. Sounds good. Thank you. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes. I, I'd like to, uh, find out about the enroll for the benefits, 'cause I work for Jeannie. I work at Jeannie for, uh, I work for, um, for Stella.

Speaker speaker_0: Okay.

Speaker speaker_1: This is my second week for, um, at Jeannie now. I was wondering if I can enroll with the benefits.

Speaker speaker_0: Okay. You said your staffing agency is through for Stella, right?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay. And then, um, what are the last four of your Social?

Speaker speaker_1: My Social Security number?

Speaker speaker_0: The last four.

Speaker speaker_1: 7784.

Speaker speaker_0: Okay, give me one second. Did you mean PERA staffing?

Speaker speaker_1: Huh? Say again?

Speaker speaker_0: Uh, did you mean, um, PERA staffing?

Speaker speaker_1: PERA, yes. PERA.

Speaker speaker_0: Mm-hmm. And then give me that last numbers of your Social again. 7784, you said?

Speaker speaker_1: Yep. Yes, that's correct. Yes.

Speaker speaker_0: And then your first and last name, please.

Speaker speaker_1: Uh, Jack this is Jack ...

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

Speaker speaker_1: Uh, 11131 17 Court West in Everett, Washington 98204. And 18/19/62.

Speaker speaker_0: You said eight- eight-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: I'm sorry, you were breaking up.

Speaker speaker_1: August. August 10, 1962.

Speaker speaker_0: Okay, thank you. 452-528-4770 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, then I have dvisaasyourlastname@Yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Did you know by any chance which one to enroll into already?

Speaker speaker_1: Uh, I'm sorry, what you say again?

Speaker speaker_0: Um, did you know by any chance what were the plans that you wanted to enroll into already?

Speaker speaker_1: Uh, no. Um, what if I just wanted to put myself, not, not my child, just for myself 'cause I want, I don't know how long I'm gonna be working for, uh, you know, for Stella, 'cause I plan to have PERA convert me to be a permanent 'cause I used to work there, like, before. And-

Speaker speaker_0: Okay.

Speaker speaker_1: Do you know what I mean?

Speaker speaker_0: So, I went ahead-

Speaker speaker_1: Did they-

Speaker speaker_0: Um, yes, sir.

Speaker speaker_1: They let-

Speaker speaker_0: I was gonna tell you, I went ahead and emailed you your benefit guide to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Well, what do you mean? You sent me something in my email?

Speaker speaker_0: Yes, sir. I sent you the plans that they offer so that you can let me know which one you're looking into enrolling.

Speaker speaker_1: Oh, I'm, I'm not quite sure. I don't understand much about... I looked through it, but how much does that cost per month for just one, just for myself, you know? Can you tell me?

Speaker speaker_0: It's, so it's not monthly deductions, it's actually weekly deductions.

Speaker speaker_1: How much is that?

Speaker speaker_0: Um, it depends on the plans that you select. So, the weekly deductions have a lot to do with the plans that you select. So, that's why it just depends on what plan you get. Um, but I said-

Speaker speaker_1: So, how much is a weekly deduction from you, from me? 15 bucks-

Speaker speaker_0: It-

Speaker speaker_1: ... a week or what?

Speaker speaker_0: It depends. It depends on the plan that you get, 'cause there's different plans and it just, it would really just depend. But it's weekly deductions, like I said. It's not monthly deductions, it's weekly. So I'm not really sure how much you'll be paying.

Speaker speaker_1: So if they, let's say if I go to the doctor every month for, for my, uh, medical doctor, so I just went for that. How much would it be? How much per month?

Speaker speaker_0: It could, it, the thing is, what I'm trying to say is, they offer different medical plans. They offer different plans. Depending on the plan that you get has a lot to do with how much the deductions are. But there's different services so I wouldn't be able to answer that question, so it just depends on what you get and how much it sums up to, 'cause, um, they offer general vision. They offer different plans but the deductions depend on how many, how many plans you get.

Speaker speaker_1: Yeah, I, I don't need-

Speaker speaker_0: And which ones they are.

Speaker speaker_1: I don't need any vision.

Speaker speaker_0: Okay. Yeah, but the thing is-

Speaker speaker_1: I don't need it.

Speaker speaker_0: ... um, I, I need to know what plan, 'cause there's three different medical plans-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they offer, and that's why-

Speaker speaker_1: Okay. I'll look it up and I'll call you later.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay? If-

Speaker speaker_0: Do you want me to give you the deadline of the last day that you would have to enroll?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay, give me one second. Let me check real quick. So your last day to enroll for you will be... on the 21st of February.

Speaker speaker_1: 21st February?

Speaker speaker_0: Yeah, that's the last day that you will have to call in and let us know which one you wanna enroll into. Okay? So as long as you call us before that time, we can enroll you. Um, and then I did send you the benefit guide to your email file, so that benefit guide has all the plans that they offer.

Speaker speaker_1: Okay. All right. Sounds good. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.