

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? Yes, I had got a missing call from this phone number. Um, did they leave a voice message by any chance? Yes. They were saying that, um, about me giving my valid birth date and that everything else was correct for my benefits- Oh, gotcha. Okay. ... on the enrollment form. And then, um, I just need the name of your staffing agency to update your, uh, your date of birth, so. Uh, TRC. And then what are the last four of your Social? 8254. Your first and last name, please. Ramarian Mitchell. R-A-M-A-R-I-O-N M-I-T-C-H-E-A-L-L. Thank you. And then can you please verify your address and date of birth? 1929 Bandera. B-A-N-D-E-R-A... Ge- Um, Decatur, Georgia 30032. And you said birth, um, date of birth? Mm-hmm. 02/17/2004. Thank you. All right. That, it looks like that's the only thing we really needed from you. Everything else on your enrollment form was correct. Um, did you have any questions regarding the plan that you selected? Um, what... Actually, I will say that I was, I had selected for the life. What, what's the, uh, policy for the life, like, you know, um, the amount and things like that? Mm-hmm. Yeah, so it's term, it's, um, term life and accidental death and dismemberment. So let's see. The benefit amount. Employees to the age of 64 receive \$20,000. Spouse or... Say that again? Um, for employees till the age of 64, you receive \$20,000. Spouse, 2,500. Children six months up to the age of 26, 2,500. And children 14 days up to six months receive \$500. And it looks like for your beneficiary you put down, um, your mom. Yes. Mm-hmm. So 20,000, correct? Yes, ma'am. And then for dental, you have dental, term life, vision, group accident, and your VIP Standard, which is your medical plan. Okay. Um... Okay, so- So it looks like that's really all we needed. And now you just have to wait for them to process the first deduction of the 27.43 from your paycheck. Once you see that first deduction of 27.43, the following Monday, your plans become active. And then by that first week of active coverage, you should be getting your dental card and your vision card. For your VIP Standard, which is the plan that covers, like, urgent care, doctor visits with sick, for that plan, they normally don't mail it out to you. So if you do want a physical one, you're welcome to call us and we can put in a request. But you for sure should be getting dental and vision first. Okay. Can you do that? Um, so you would have to be... Let me see. You would have to be active for me to request it. So you would have to- Okay. ... call whenever you become active, um, to request your medical card. And if you have, like, a doctor's appointment coming up and you still haven't received any of your cards or whatever card, um, you can just let us know and we'll email them to you electronically while you wait on the physical one. But to request it, you would have to become active already. So once you see the first deduction the following Monday, you're welcome to give us a call for your VIP Standard card. Okay. Mm-hmm. Okay. Um, I think that is it. All right. Thank you. You're welcome. I hope you have a great day. 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: Yes, I had got a missing call from this phone number.

Speaker speaker_0: Um, did they leave a voice message by any chance?

Speaker speaker_1: Yes. They were saying that, um, about me giving my valid birth date and that everything else was correct for my benefits-

Speaker speaker_0: Oh, gotcha. Okay.

Speaker speaker_1: ... on the enrollment form.

Speaker speaker_0: And then, um, I just need the name of your staffing agency to update your, uh, your date of birth, so.

Speaker speaker_1: Uh, TRC.

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

Speaker speaker_1: 8254.

Speaker speaker_0: Your first and last name, please.

Speaker speaker_1: Ramarian Mitchell. R-A-M-A-R-I-O-N M-I-T-C-H-E-A-L-L.

Speaker speaker_0: Thank you. And then can you please verify your address and date of birth?

Speaker speaker_1: 1929 Bandera. B-A-N-D-E-R-A... Ge- Um, Decatur, Georgia 30032. And you said birth, um, date of birth?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 02/17/2004.

Speaker speaker_0: Thank you. All right. That, it looks like that's the only thing we really needed from you. Everything else on your enrollment form was correct. Um, did you have any questions regarding the plan that you selected?

Speaker speaker_1: Um, what... Actually, I will say that I was, I had selected for the life. What, what's the, uh, policy for the life, like, you know, um, the amount and things like that?

Speaker speaker_0: Mm-hmm. Yeah, so it's term, it's, um, term life and accidental death and dismemberment. So let's see. The benefit amount. Employees to the age of 64 receive \$20,000. Spouse or...

Speaker speaker_1: Say that again?

Speaker speaker_0: Um, for employees till the age of 64, you receive \$20,000. Spouse, 2,500. Children six months up to the age of 26, 2,500. And children 14 days up to six months receive \$500. And it looks like for your beneficiary you put down, um, your mom.

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So 20,000, correct?

Speaker speaker_0: Yes, ma'am. And then for dental, you have dental, term life, vision, group accident, and your VIP Standard, which is your medical plan.

Speaker speaker_1: Okay. Um... Okay, so-

Speaker speaker_0: So it looks like that's really all we needed. And now you just have to wait for them to process the first deduction of the 27.43 from your paycheck. Once you see that first deduction of 27.43, the following Monday, your plans become active. And then by that first week of active coverage, you should be getting your dental card and your vision card. For your VIP Standard, which is the plan that covers, like, urgent care, doctor visits with sick, for that plan, they normally don't mail it out to you. So if you do want a physical one, you're welcome to call us and we can put in a request. But you for sure should be getting dental and vision first.

Speaker speaker_1: Okay. Can you do that?

Speaker speaker_0: Um, so you would have to be... Let me see. You would have to be active for me to request it. So you would have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... call whenever you become active, um, to request your medical card. And if you have, like, a doctor's appointment coming up and you still haven't received any of your cards or whatever card, um, you can just let us know and we'll email them to you electronically while you wait on the physical one. But to request it, you would have to become active already. So once you see the first deduction the following Monday, you're welcome to give us a call for your VIP Standard card.

Speaker speaker_1: Okay. Mm-hmm. Okay. Um, I think that is it.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

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

Speaker speaker_1: You too.