Transcript: Franchesca Baez-4635909941542912-4768211845693440

Full Transcript

Can I get the 11th 00:00:24My name is Francesca, how can I help today? So it told me to call this number... Uh, my temp service told me to call this number if I want to enroll with insurance. Which staffing company are you with? So TempStaff.net. Okay. There we go. What are the last four of the social? 2271. And, did you just recently started working with them? What'd you say? Did you just recently started working with them? Yeah, last week. We don't have your file yet, they have not sent it over. In order to process an enrollment, I will need a file. In order to create one, I'll need your full social. If you do not feel comfortable providing it over the phone, then you'll have to call in periodically to see when we receive it. I can give it to you right now. Go ahead. 304-25-2271. What is that first and last name? Uh, Rayvion, R-A-Y-V-I-O-N. Tharpe, T-H-A-R-P-E. Is that T-H-A-R-P-E? Yes. Tharpe, Tharpe. All right. And what is that date of... I mean, what is the address, sorry? Your mailing address? 3, um, 357 West Gallenson Street, Apartment 4. The city, state and the zip code? Um, Navalhurst, Mississippi 39083. You said 39083, correct? For that zip code? 39083, yes. What is your date of birth? 08-15-2001. And is the phone number you're calling on, that's 769-253-4061, again, number to contact you if needed? Yes. And the last thing will be do you want to add an email address to your account? Uh, yes. You can add, uh, R-rayvion9199@gmail.com. And those numbers were 9199, correct? Yes. And that was your first name, correct? Mm-hmm. Yes. All right, so I'm all set with your account itself. So currently your staffing company is offering medical plans, three in total. There is dental, vision, there are life insurance, which is term life, short-term disability and behavioral health- There's dental, vision and life insurance? Yes, sir. Yes. Dental, vision and life insurance. And vision? Dental, vision and life insurance. Yeah, all in one. Okay, so do I have like two? 'Cause I wanna do that. You want to do the three that you mentioned, dental, vision and life insurance? Yes. Okay. And are these gonna be for employee only or will you be putting a spouse or a child dependent on the policy? Employee only. All righty. And you were not interested in adding any medical, short-term disability or therapy, correct? You don't want medical? Um. You'll get it when you click yeah. Well, uh, no, it's okay. Understood. Do you want me to let you know what that dental, vision and life insurance will cover before processing your enrollment? Um, what'd you say? Can you say it again? Can you repeat that? Of course. I was asking if you wanted me to give you the information for the dental, the vision and the life insurance plan before I process your enrollment. Ye- um, yes. All right. So for dental it's going to be $5.40 per paycheck. Okay. It will cover your preventative services at 100%. Basic services, basic restorative services and radiographs at 80%. The annual maximum it will cover is $350.00 and you have a $50 deductible. Um, hold on. So when would this... When would this be deducted? The deduction starts once you start working one to two weeks after you receive that first paycheck, it could take- Oh. ... for them to start making your deductions.

Oh. So it's not gonna take it out the first paycheck, is it?It all depends whether or not their system has already processed the enrollment on their side 'cause we're just the administrator. We don't have access to the paycheck itself. When does it start? Oh, uh, when does it start? We cannot tell you the specific date that it will start, sir, because there are a couple of factors that could hinder that deduction. Okay. Okay. For the vision, you will be paying $2.42 per paycheck. It is gonna works with copays. You'll have a $10 copay for your eye exam, a $25 copay for the lenses and the frames, a $0 copay for the contact lens fittings, and annually, you'll have a frame allowance of $130. You said a... You said a $100, what, frame allowance for 25? All right. And then their life insurance will be 60 cents per paycheck, and you are covered for $5,000 up to the age of 64. Once you turn 65, the $5,000 will go down every five years by 25%. Okay. All right. For all three plans, you will be paying a total of $8.42 per paycheck. Do you give authorization to temp staff services to make those deductions for your benefit? So yeah, this is only $8.00, right? Not $50? That is correct, sir. 08.42 per paycheck. Okay. Yes. That's fine. All right. And then who would you like to put down as a beneficiary for your life insurance? I just need their first and last name and their relationship to you. Uh, Raegan Young, and that's my daughter. And how do you spell her first name? R-A-I-G-E-N. Last name Y-O-U-N-G. All right. So you are all set, sir. When you see your very first deduction, following Monday of that deduction will be when your policy becomes effective. Oh. And Friday of that activation week will be when they send out those benefit cards for you. Okay. All right. Was there anything else that we can assist you with today? No, that's all. It was a pleasure assisting you today. I hope you have a wonderful rest of your day. Thank you.

Conversation Format

Speaker speaker_0: Can I get the 11th 00:00:24My name is Francesca, how can I help today?

Speaker speaker_1: So it told me to call this number... Uh, my temp service told me to call this number if I want to enroll with insurance.

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: So TempStaff.net.

Speaker speaker_0: Okay. There we go. What are the last four of the social?

Speaker speaker_1: 2271.

Speaker speaker_0: And, did you just recently started working with them?

Speaker speaker_1: What'd you say?

Speaker speaker_0: Did you just recently started working with them?

Speaker speaker_1: Yeah, last week.

Speaker speaker_0: We don't have your file yet, they have not sent it over. In order to process an enrollment, I will need a file. In order to create one, I'll need your full social. If you do not

feel comfortable providing it over the phone, then you'll have to call in periodically to see when we receive it.

Speaker speaker_1: I can give it to you right now.

Speaker speaker_0: Go ahead.

Speaker speaker_1: 304-25-2271.

Speaker speaker_0: What is that first and last name?

Speaker speaker_1: Uh, Rayvion, R-A-Y-V-I-O-N. Tharpe, T-H-A-R-P-E.

Speaker speaker_0: Is that T-H-A-R-P-E?

Speaker speaker_1: Yes. Tharpe, Tharpe.

Speaker speaker_0: All right. And what is that date of... I mean, what is the address, sorry? Your mailing address?

Speaker speaker_1: 3, um, 357 West Gallenson Street, Apartment 4.

Speaker speaker_0: The city, state and the zip code?

Speaker speaker_1: Um, Navalhurst, Mississippi 39083.

Speaker speaker_0: You said 39083, correct? For that zip code?

Speaker speaker_1: 39083, yes.

Speaker speaker_0: What is your date of birth?

Speaker speaker_1: 08-15-2001.

Speaker speaker_0: And is the phone number you're calling on, that's 769-253-4061, again, number to contact you if needed?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last thing will be do you want to add an email address to your account?

Speaker speaker_1: Uh, yes. You can add, uh, R- rayvion9199@gmail.com.

Speaker speaker_0: And those numbers were 9199, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And that was your first name, correct?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: All right, so I'm all set with your account itself. So currently your staffing company is offering medical plans, three in total. There is dental, vision, there are life insurance, which is term life, short-term disability and behavioral health-

Speaker speaker_1: There's dental, vision and life insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yes. Dental, vision and life insurance.

Speaker speaker_2: And vision?

Speaker speaker_1: Dental, vision and life insurance. Yeah, all in one. Okay, so do I have like two? 'Cause I wanna do that.

Speaker speaker_0: You want to do the three that you mentioned, dental, vision and life insurance?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And are these gonna be for employee only or will you be putting a spouse or a child dependent on the policy?

Speaker speaker_1: Employee only.

Speaker speaker_0: All righty. And you were not interested in adding any medical, short-term disability or therapy, correct?

Speaker speaker_2: You don't want medical?

Speaker speaker_1: Um.

Speaker speaker_2: You'll get it when you click yeah.

Speaker speaker_1: Well, uh, no, it's okay.

Speaker speaker_0: Understood. Do you want me to let you know what that dental, vision and life insurance will cover before processing your enrollment?

Speaker speaker_1: Um, what'd you say? Can you say it again? Can you repeat that?

Speaker speaker_0: Of course. I was asking if you wanted me to give you the information for the dental, the vision and the life insurance plan before I process your enrollment.

Speaker speaker_1: Ye- um, yes.

Speaker speaker_0: All right. So for dental it's going to be $5.40 per paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: It will cover your preventative services at 100%. Basic services, basic restorative services and radiographs at 80%. The annual maximum it will cover is $350.00 and you have a $50 deductible.

Speaker speaker_1: Um, hold on. So when would this... When would this be deducted?

Speaker speaker_0: The deduction starts once you start working one to two weeks after you receive that first paycheck, it could take-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for them to start making your deductions.

Speaker speaker_1: Oh. So it's not gonna take it out the first paycheck, is it?

Speaker speaker_0: It all depends whether or not their system has already processed the enrollment on their side 'cause we're just the administrator. We don't have access to the paycheck itself.

Speaker speaker_3: When does it start?

Speaker speaker_4: Oh, uh, when does it start?

Speaker speaker_0: We cannot tell you the specific date that it will start, sir, because there are a couple of factors that could hinder that deduction.

Speaker speaker_4: Okay.

Speaker speaker_0: Okay. For the vision, you will be paying $2.42 per paycheck. It is gonna works with copays. You'll have a $10 copay for your eye exam, a $25 copay for the lenses and the frames, a $0 copay for the contact lens fittings, and annually, you'll have a frame allowance of $130.

Speaker speaker_4: You said a... You said a $100, what, frame allowance for 25? All right.

Speaker speaker_0: And then their life insurance will be 60 cents per paycheck, and you are covered for $5,000 up to the age of 64. Once you turn 65, the $5,000 will go down every five years by 25%.

Speaker speaker_4: Okay.

Speaker speaker_0: All right. For all three plans, you will be paying a total of $8.42 per paycheck. Do you give authorization to temp staff services to make those deductions for your benefit?

Speaker speaker_4: So yeah, this is only $8.00, right? Not $50?

Speaker speaker_0: That is correct, sir. 08.42 per paycheck.

Speaker speaker_4: Okay. Yes. That's fine.

Speaker speaker_0: All right. And then who would you like to put down as a beneficiary for your life insurance? I just need their first and last name and their relationship to you.

Speaker speaker_4: Uh, Raegan Young, and that's my daughter.

Speaker speaker_0: And how do you spell her first name?

Speaker speaker_4: R-A-I-G-E-N. Last name Y-O-U-N-G.

Speaker speaker_0: All right. So you are all set, sir. When you see your very first deduction, following Monday of that deduction will be when your policy becomes effective.

Speaker speaker_4: Oh.

Speaker speaker_0: And Friday of that activation week will be when they send out those benefit cards for you.

Speaker speaker_4: Okay.

Speaker speaker_0: All right. Was there anything else that we can assist you with today?

Speaker speaker_4: No, that's all.

Speaker speaker_0: It was a pleasure assisting you today. I hope you have a wonderful rest of your day.

Speaker speaker_4: Thank you.