

Transcript: Francesca

Baez-5203472622764032-4997518539046912

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hello? Hello, good afternoon. Hello? Hello? Yes, hello. Good afternoon. My name is Francesca at Benefit in a Card. I'm looking to speak with Mr. Bidoni on behalf of Hammont and Riker Staffing. Yeah. Go ahead. Please be advised the call may be monitored or recorded for quality assurance purposes. Um, with Benefit in a Card, we're the administrators of the health insurance that your staffing company offers their employees. We're calling you in regards to the form that you filled out on November 4th, 2024. You selected both of our VIP plans, both VIP Standard and Classic. You can't be enrolled into both of them. Um, you can only be enrolled into one of them, so we're calling to see which one it was that you wanted to be enrolled into it. I can tell you the difference between the two plans, if that helps you make a decision. Um, Classic. I would like to get the Classic one. Yeah. Understood. So go ahead and submit your enrollment for the Classic, which will be \$42.63 per paycheck. So you have to write Hammont and Riker Staffing to make those deductions for you once you start working. Mm-hmm. And then the last thing I want to verify in regards to your form, sir. For the beneficiary, you had put your full name under the beneficiary tab, but then you put Randall Lakeisha, sorry if I mispronounce it. Is that the person you want to put down as a beneficiary for your life insurance? Um, I wasn't sure about that. So, um, I didn't know if I had to put my family, or if something- So for- ... happens to me. Gotcha. So for the beneficiaries, completely up to you. It doesn't necessarily have to be a family member. It could even be a good friend. We just need their first and last name and relationship to you. But it could be anybody you want. Um, it could be a girlfriend, a friend, or a family member. So, my, my father, my stepfather will be ni- um, will be nice here. All right. Is that who Randall Lakeisha is? He- Or is it a different person? Oh, he's my... Yeah. He's my stepfather. Understood. So I'll go ahead and submit your enrollment when you start working with Hammont and Riker. Just about one to two weeks for them to start making those deductions. And when you see the first deduction following Monday, those benefits will become effective. And that same week of activation, Friday will be when your carrier mails out your benefit cards. Okay. Um, are you gonna do the enrollment, or do I have to? No, sir. I did it already. I was just confirming the elections that you had on the form we received. Okay. Yes, sir. And then if Hammont and Riker has not reached out to you, they should, um, give you a call once they have a position available for you to start working in. Okay. I have to work more to the... They send me like a location. So I got to go to the factory and see how look like and all that. Understood. Um, yeah, 'cause we only do the medical insurance, so we don't always get updates in regards to whether or not the member already has an assignment being sent to them. That's why I made that comment. But it's great that you already have a position that you're able to work in with them. Okay. That's... All right. Thank you. You're welcome. Well, I'd like to thank you so much for your time and for taking

my call today. I hope you have a wonderful rest of your day, sir. I already submitted in your enrollment, okay? All right. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello? Hello, good afternoon. Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Yes, hello. Good afternoon. My name is Francesca at Benefit in a Card. I'm looking to speak with Mr. Bidoni on behalf of Hammont and Riker Staffing.

Speaker speaker_1: Yeah. Go ahead.

Speaker speaker_2: Please be advised the call may be monitored or recorded for quality assurance purposes. Um, with Benefit in a Card, we're the administrators of the health insurance that your staffing company offers their employees. We're calling you in regards to the form that you filled out on November 4th, 2024. You selected both of our VIP plans, both VIP Standard and Classic. You can't be enrolled into both of them. Um, you can only be enrolled into one of them, so we're calling to see which one it was that you wanted to be enrolled into it. I can tell you the difference between the two plans, if that helps you make a decision.

Speaker speaker_1: Um, Classic. I would like to get the Classic one. Yeah.

Speaker speaker_2: Understood. So go ahead and submit your enrollment for the Classic, which will be \$42.63 per paycheck. So you have to write Hammont and Riker Staffing to make those deductions for you once you start working.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then the last thing I want to verify in regards to your form, sir. For the beneficiary, you had put your full name under the beneficiary tab, but then you put Randall Lakeisha, sorry if I mispronounce it. Is that the person you want to put down as a beneficiary for your life insurance?

Speaker speaker_1: Um, I wasn't sure about that. So, um, I didn't know if I had to put my family, or if something-

Speaker speaker_2: So for-

Speaker speaker_1: ... happens to me.

Speaker speaker_2: Gotcha. So for the beneficiaries, completely up to you. It doesn't necessarily have to be a family member. It could even be a good friend. We just need their first and last name and relationship to you. But it could be anybody you want. Um, it could be a girlfriend, a friend, or a family member.

Speaker speaker_1: So, my, my father, my stepfather will be ni- um, will be nice here.

Speaker speaker_2: All right. Is that who Randall Lakeisha is?

Speaker speaker_1: He-

Speaker speaker_2: Or is it a different person?

Speaker speaker_1: Oh, he's my... Yeah. He's my stepfather.

Speaker speaker_2: Understood. So I'll go ahead and submit your enrollment when you start working with Hammont and Riker. Just about one to two weeks for them to start making those deductions. And when you see the first deduction following Monday, those benefits will become effective. And that same week of activation, Friday will be when your carrier mails out your benefit cards.

Speaker speaker_1: Okay. Um, are you gonna do the enrollment, or do I have to?

Speaker speaker_2: No, sir. I did it already. I was just confirming the elections that you had on the form we received.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, sir. And then if Hammont and Riker has not reached out to you, they should, um, give you a call once they have a position available for you to start working in.

Speaker speaker_1: Okay. I have to work more to the... They send me like a location. So I got to go to the factory and see how look like and all that.

Speaker speaker_2: Understood. Um, yeah, 'cause we only do the medical insurance, so we don't always get updates in regards to whether or not the member already has an assignment being sent to them. That's why I made that comment. But it's great that you already have a position that you're able to work in with them.

Speaker speaker_1: Okay. That's... All right. Thank you.

Speaker speaker_2: You're welcome. Well, I'd like to thank you so much for your time and for taking my call today. I hope you have a wonderful rest of your day, sir. I already submitted in your enrollment, okay?

Speaker speaker_1: All right. Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.