

Transcript: Francesca

Baez-5469252460527616-6700895804375040

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca up at Benefits 10-0 card, looking to speak with Mr. Jones on behalf of Hammonton Riker. Uh, yes, ma'am. Yes, sir. We're giving you a call today in regards to your call informant role from January 25th, 2024. It shows here that you were selected a full policy for yourself and a child, but we did not have the child's information. So we're going to see if there was any issues unrolling or if you just forgot to put the dependent's information in there. Okay. Which one was it? It was the form you requested when you filled it in January 21st. You put that you wanted benefits for yourself and a child, but the child information wasn't provided. Oh. All right. I thought I had put it down. No, sir. Unfortunately, none of those starts in there. Um, on the form itself, it doesn't show any dependents in there. Okay. Well, you don't- you don't have to put them on there. I'm sorry? Could you repeat that for me, Mr. Jones? I said you don't have to put them on there. Okay. So you want me to leave the policy just for yourself then? Yes, ma'am. Okay. And then the other thing was you had selected both of our MAC plans. You can only be enrolled into one of them, and by definition, we usually do the lowest costing one, but since I was able to reach you. Was there a specific one that you were looking to enroll into? No, ma'am. Understood. So you want me to process it and leave it as the lowest one, the lowest costing one? Yes, ma'am. Understood. All right, so you are going to be all set. Bear with me one moment to see how much is going to be your total now that we're only going to have employee in there. So that will be \$53.74 per paycheck being deducted. Okay. And then once you start working with them, allow one to two weeks for them to start making your deductions, okay? Yes, ma'am. All right, so you are all set. Those benefit cards are going to be sent in the mail. There's going to be one, which is your hospital indemnity, basically your doctor's and hospital services. That is going to be sent to your email, but if you want a hard one once you become active, just give us a call and we'll go ahead and add it to it, okay? Okay. All right. You are all set up. Thank you so much for your time as well as for your- Um. Yes? Did my, uh, background check come back? So we only handle the insurance portion of it. Okay, okay. You'll have to speak with Hammonton Riker, then, directly for that. Oh, yes, ma'am. All right. Any other questions? No, ma'am. All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Good afternoon. My name is Francesca up at Benefits 10-0 card, looking to speak with Mr. Jones on behalf of Hammonton Riker.

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_0: Yes, sir. We're giving you a call today in regards to your call informant role from January 25th, 2024. It shows here that you were selected a full policy for yourself and a child, but we did not have the child's information. So we're going to see if there was any issues unrolling or if you just forgot to put the dependent's information in there.

Speaker speaker_2: Okay. Which one was it?

Speaker speaker_0: It was the form you requested when you filled it in January 21st. You put that you wanted benefits for yourself and a child, but the child information wasn't provided.

Speaker speaker_2: Oh. All right. I thought I had put it down.

Speaker speaker_0: No, sir. Unfortunately, none of those starts in there. Um, on the form itself, it doesn't show any dependents in there.

Speaker speaker_2: Okay. Well, you don't- you don't have to put them on there.

Speaker speaker_0: I'm sorry? Could you repeat that for me, Mr. Jones?

Speaker speaker_2: I said you don't have to put them on there.

Speaker speaker_0: Okay. So you want me to leave the policy just for yourself then?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. And then the other thing was you had selected both of our MAC plans. You can only be enrolled into one of them, and by definition, we usually do the lowest costing one, but since I was able to reach you. Was there a specific one that you were looking to enroll into?

Speaker speaker_2: No, ma'am.

Speaker speaker_0: Understood. So you want me to process it and leave it as the lowest one, the lowest costing one?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Understood. All right, so you are going to be all set. Bear with me one moment to see how much is going to be your total now that we're only going to have employee in there. So that will be \$53.74 per paycheck being deducted.

Speaker speaker_2: Okay.

Speaker speaker_0: And then once you start working with them, allow one to two weeks for them to start making your deductions, okay?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right, so you are all set. Those benefit cards are going to be sent in the mail. There's going to be one, which is your hospital indemnity, basically your doctor's and hospital services. That is going to be sent to your email, but if you want a hard one once you become active, just give us a call and we'll go ahead and add it to it, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: All right. You are all set up. Thank you so much for your time as well as for your-

Speaker speaker_2: Um.

Speaker speaker_0: Yes?

Speaker speaker_2: Did my, uh, background check come back?

Speaker speaker_0: So we only handle the insurance portion of it.

Speaker speaker_2: Okay, okay.

Speaker speaker_0: You'll have to speak with Hammonton Riker, then, directly for that.

Speaker speaker_2: Oh, yes, ma'am.

Speaker speaker_0: All right. Any other questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.