

Transcript: Francesca

Baez-5982142446649344-6241055020630016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits My name is Francesca. How can I assist you today? Hello. Good afternoon. So this morning, I, uh, enrolled myself and for me and my husband. I work for, uh, BGSS. But I got an email- Okay. ... that I have to call you back regarding my dependents. Hmm, okay. What are the last three of your social and the last name? My social, uh, is 3419, and last name is Hafezizadeh, H-A-F-E-Z-I-Z-A-D-E-H. Okay. Please verify your mailing address and date of birth for security purposes. Mailing address? 2621 Amen Corner Road, Pflugerville, Texas. Uh, uh, zip code 78660. And my date of birth is June 15th, 1980. I have the last phone number to reach you down as 737-937-9330. Pardon me? Yes. I have the phone number to reach you down as 737-937-9330. That's correct. Yes, ma'am. Yes. And we have your email down as first initial. Lastname@outlook.com as well as margin- Correct. ... line first last name at hotmail.com. Correct. Yes. Yes, ma'am. So they were calling you because when you submitted that request for the enrollment and to be benefits of dental, vision, medical, ID expert and term life for employee and spouse, you didn't provide the spouse's information so the system wouldn't have- Oh. ... allowed for that enrollment to be processed through. So when I went to the app to the link, I was not asked for his information. I was only asked for his, uh, first name and last name. And previously, like two or three weeks ago, I, uh, filled out bunch of paperwork through V- uh, BGSS. So all I need to do- We haven't received that form yet. So, uh, can you send me the form here? Anything? Unfortunately no, ma'am. The only way that you can enroll through a form is at your staffing company. With us, it would just be providing the information over the phone for us- Oh. ... to make the appropriate changes. So I have to do it through them. I have to ask them to send it to me? Okay. No, ma'am. Once again, you can do it with us over the phone. Oh. Okay, okay. Sure. Yeah. Sure. Sorry. And just confirming that VIP Classic, dental, vision, term life, and ID expert will be for you and spouse, correct? Yes. Okay, so that is going to be a total of \$51.09 per paycheck, so you authorize VGS Staffing to make those deductions once the coverage becomes active? Mm-hmm. Yes. And what is your spouse's first and last name? Okay. Bear with me. It's a long one. His first name is Amir Hossein, A-M-I-R, a space, Hossein, H-O-double S-E-I-N. And his last name is Rahmanzadeh Kermani. It has three parts. Rahman is R-A-H-M-A-N, a space, Z-A-D-E-H, a space, Kermani, K-E-R-M-A-N-I. Okay. And then let me just verify to make sure that I have everything correct. Mm-hmm. I have the first name down as A-M-I-R, space- Mm-hmm. ... J-O-S-S-E-I-N? No. H. H for Henry. Okay. H as in Henry and then O-S-S-E-I-N? Correct. Yes. Okay. And then the last name, R-A-H-M-A? M-A-N as in Nancy. And then I have Z-A-D-E-H? Mm-hmm. Yes. Okay. And K-I-E-R-M-A, N as in Nancy, I as in ice? Yes. Right. All right. Do you happen to have his social? Yes. It's 806-05-8336. 8336. And lastly, his date of birth? Uh, date of birth is August 31st, 1971. 08/31/71, correct? Yes. Oh, okay. There we

go. So just allow one to two weeks for your employer to start making those deductions. Mm-hmm. And then when you see the very first deduction of the 51.09, following Monday is when your policy becomes active. That will be when your carrier start making your policy, putting you into their system. Mm-hmm. And on Friday of that week will be when they send out your benefit card. Awesome. Okay, thank you. No problem. And then the last thing I did want to let you know is that medical card- Okay. ... it doesn't get sent over to your home due to the fact that the carrier only does a digital copy sent to the email that we have on file for that plan. Okay. All right. And then you have all the way to December 1st- Okay. ... to make any other coverage changes. That will be when your personal enrollment period ends. Okay. Sure. Gotcha. Thank you. No problem. Was there anything else we can assist you with today? No, that's all. Thank you so much for your help. Thank you. Have a good one. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits

Speaker speaker_2: My name is Francesca. How can I assist you today?

Speaker speaker_3: Hello. Good afternoon. So this morning, I, uh, enrolled myself and for me and my husband. I work for, uh, BGSS. But I got an email-

Speaker speaker_2: Okay.

Speaker speaker_3: ... that I have to call you back regarding my dependents.

Speaker speaker_2: Hmm, okay. What are the last three of your social and the last name?

Speaker speaker_3: My social, uh, is 3419, and last name is Hafezizadeh, H-A-F-E-Z-I-Z-A-D-E-H.

Speaker speaker_2: Okay. Please verify your mailing address and date of birth for security purposes.

Speaker speaker_3: Mailing address? 2621 Amen Corner Road, Pflugerville, Texas. Uh, uh, zip code 78660. And my date of birth is June 15th, 1980.

Speaker speaker_2: I have the last phone number to reach you down as 737-937-9330.

Speaker speaker_3: Pardon me?

Speaker speaker_2: Yes. I have the phone number to reach you down as 737-937-9330.

Speaker speaker_3: That's correct. Yes, ma'am. Yes.

Speaker speaker_2: And we have your email down as first initial. Lastname@outlook.com as well as margin-

Speaker speaker_3: Correct.

Speaker speaker_2: ... line first last name at hotmail.com.

Speaker speaker_3: Correct. Yes.

Speaker speaker_2: Yes, ma'am. So they were calling you because when you submitted that request for the enrollment and to be benefits of dental, vision, medical, ID expert and term life for employee and spouse, you didn't provide the spouse's information so the system wouldn't have-

Speaker speaker_3: Oh.

Speaker speaker_2: ... allowed for that enrollment to be processed through.

Speaker speaker_3: So when I went to the app to the link, I was not asked for his information. I was only asked for his, uh, first name and last name. And previously, like two or three weeks ago, I, uh, filled out bunch of paperwork through V- uh, BGSS. So all I need to do-

Speaker speaker_2: We haven't received that form yet.

Speaker speaker_3: So, uh, can you send me the form here? Anything?

Speaker speaker_2: Unfortunately no, ma'am. The only way that you can enroll through a form is at your staffing company. With us, it would just be providing the information over the phone for us-

Speaker speaker_3: Oh.

Speaker speaker_2: ... to make the appropriate changes.

Speaker speaker_3: So I have to do it through them. I have to ask them to send it to me? Okay.

Speaker speaker_2: No, ma'am. Once again, you can do it with us over the phone.

Speaker speaker_3: Oh. Okay, okay. Sure. Yeah. Sure. Sorry.

Speaker speaker_2: And just confirming that VIP Classic, dental, vision, term life, and ID expert will be for you and spouse, correct?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay, so that is going to be a total of \$51.09 per paycheck, so you authorize VGS Staffing to make those deductions once the coverage becomes active?

Speaker speaker_3: Mm-hmm. Yes.

Speaker speaker_2: And what is your spouse's first and last name?

Speaker speaker_3: Okay. Bear with me. It's a long one. His first name is Amir Hossein, A-M-I-R, a space, Hossein, H-O-double S-E-I-N. And his last name is Rahmanzadeh Kermani. It has three parts. Rahman is R-A-H-M-A-N, a space, Z-A-D-E-H, a space, Kermani, K-E-R-M-A-N-I.

Speaker speaker_2: Okay. And then let me just verify to make sure that I have everything correct.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: I have the first name down as A-M-I-R, space-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... J-O-S-S-E-I-N?

Speaker speaker_3: No. H. H for Henry.

Speaker speaker_2: Okay. H as in Henry and then O-S-S-E-I-N?

Speaker speaker_3: Correct. Yes.

Speaker speaker_2: Okay. And then the last name, R-A-H-M-A?

Speaker speaker_3: M-A-N as in Nancy.

Speaker speaker_2: And then I have Z-A-D-E-H?

Speaker speaker_3: Mm-hmm. Yes.

Speaker speaker_2: Okay. And K-I-E-R-M-A, N as in Nancy, I as in ice?

Speaker speaker_3: Yes. Right.

Speaker speaker_2: All right. Do you happen to have his social?

Speaker speaker_3: Yes. It's 806-05-8336.

Speaker speaker_2: 8336. And lastly, his date of birth?

Speaker speaker_3: Uh, date of birth is August 31st, 1971.

Speaker speaker_2: 08/31/71, correct?

Speaker speaker_3: Yes.

Speaker speaker_2: Oh, okay. There we go. So just allow one to two weeks for your employer to start making those deductions.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And then when you see the very first deduction of the 51.09, following Monday is when your policy becomes active. That will be when your carrier start making your policy, putting you into their system.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And on Friday of that week will be when they send out your benefit card.

Speaker speaker_3: Awesome. Okay, thank you.

Speaker speaker_2: No problem. And then the last thing I did want to let you know is that medical card-

Speaker speaker_3: Okay.

Speaker speaker_2: ... it doesn't get sent over to your home due to the fact that the carrier only does a digital copy sent to the email that we have on file for that plan.

Speaker speaker_3: Okay.

Speaker speaker_2: All right. And then you have all the way to December 1st-

Speaker speaker_3: Okay.

Speaker speaker_2: ... to make any other coverage changes. That will be when your personal enrollment period ends.

Speaker speaker_3: Okay. Sure. Gotcha. Thank you.

Speaker speaker_2: No problem. Was there anything else we can assist you with today?

Speaker speaker_3: No, that's all. Thank you so much for your help.

Speaker speaker_2: Thank you.

Speaker speaker_3: Have a good one.

Speaker speaker_2: You too. Bye.