

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0 Call. My name is Francesca. How can I assist you today? Hi, Francesca. Um, my name is Linnea Ritter and sorry. I work for Consolidated Communications and I was interested in finding out what you offer for life insurance. What staffing company do you work with? It's, um... I work, uh, with, uh, Consolidated Communications and Innovative Staff Ser- Innovative Staff Services, sorry. Just double-checking, will you guys also be part of Innovative Staff Solutions? Is it the same company? Um, I work through Innovative Staff Solutions for Consolidated Communications. Okay. So we only need the staffing company since the benefits are being offered by them, but the- Oh, okay. Mm-hmm. But the term life that they offered is \$1.96 per paycheck for the employee only. It will have you covered up to the age of 64 for the coverage amount of \$20,000. Once you turn 65, it will decrease by 25% and it'll keep doing so every five years. Okay, so the amount of coverage is, uh, increases after the age of 64. Is that correct? No, ma'am, it decreases by 25%. 20 how much? I'm sorry. 25. Two five percent. Increases 25%. You mean the amount of coverage that I have decreases? So decrease, ma'am. It decreases. So if you are 65- Uh-huh. ... that \$20,000 is gonna go down to \$15,000 since it will be decreased by 25, two five percent. Oh, wow. Okay. Yes, ma'am. Okay. Yeah, I don't think I'm interested in that. Thank you, though. Well, it was my pleasure. I do hope you have a wonderful rest of your day. If you have any questions of insurance, don't hesitate in giving us a call back. Okay. Thank you. You're welcome. Bye-bye. Mm-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 10-0 Call. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. Um, my name is Linnea Ritter and sorry. I work for Consolidated Communications and I was interested in finding out what you offer for life insurance.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: It's, um... I work, uh, with, uh, Consolidated Communications and Innovative Staff Ser- Innovative Staff Services, sorry.

Speaker speaker_1: Just double-checking, will you guys also be part of Innovative Staff Solutions? Is it the same company?

Speaker speaker_2: Um, I work through Innovative Staff Solutions for Consolidated Communications.

Speaker speaker_1: Okay. So we only need the staffing company since the benefits are being offered by them, but the-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Mm-hmm. But the term life that they offered is \$1.96 per paycheck for the employee only. It will have you covered up to the age of 64 for the coverage amount of \$20,000. Once you turn 65, it will decrease by 25% and it'll keep doing so every five years.

Speaker speaker_2: Okay, so the amount of coverage is, uh, increases after the age of 64. Is that correct?

Speaker speaker_1: No, ma'am, it decreases by 25%.

Speaker speaker_2: 20 how much? I'm sorry.

Speaker speaker_1: 25. Two five percent.

Speaker speaker_2: Increases 25%. You mean the amount of coverage that I have decreases?

Speaker speaker_1: So decrease, ma'am. It decreases. So if you are 65-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... that \$20,000 is gonna go down to \$15,000 since it will be decreased by 25, two five percent.

Speaker speaker_2: Oh, wow. Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Yeah, I don't think I'm interested in that. Thank you, though.

Speaker speaker_1: Well, it was my pleasure. I do hope you have a wonderful rest of your day. If you have any questions of insurance, don't hesitate in giving us a call back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Mm-bye.