

## Transcript: Justin

**Mills-4540486001934336-5376274180653056**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. Yeah, I got a text from this number. Mm-hmm. Um, do you know what the text message said? Do you mind reading it out for me? Um, hold on. Hang on one sec. Okay. It says, "Welcome..." it says, "Welcome to Terra Staffing. You have 30 days from your first paycheck to enroll in benefits." And then it says, "Call," uh, "Call BIC." Yeah. So the text message you received was just welcoming you to Terra Staffing and letting you know you have 30 days from your first paycheck to enroll in the benefits, 'cause that's considered your personal open enrollment period. So it's for medical, dental, vision insurance offered through them. So like I said- Mm-hmm. ... it was just a courtesy reminder from them. Okay. So, what, what do I, what do I need to do? Um, did you want to be enrolled in the benefits? Uh, do I have to pay anything or how, how does that work? Yes, sir. Um, so they are, they are d-deducted weekly from your paycheck. I mean, I can email you a copy of a benefit guide if you wanted to look something over. Yeah. Uh, can you, uh, will you send me, will you send me a, uh, email? Yeah. What's a good email I can send this to? Yeah. Uh, jazmon, J-A-Z-Z-M-O-N, harges, H-A-R-G-E-S, 3@gmail.com. So ja, jazmonharges3@gmail.com. That's it. Okay. Um, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox- Okay. ... be sure to check your spam or check your junk folder. Okay? So, uh, if, if I was to get these benefits, do I have to pay you guys? That's what I'm saying. Yes, sir. So it is deducted weekly from your paycheck. Yes, sir. Well, how much, how much is this? Um, so they have medical plans that range, uh, let's see, from \$17.96 to \$36.97. However, they cover preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, as well as hospital visits, doctor visits and medication coverage. Um, they do offer other things like dental, which is \$3.63 a week, vision, \$2.14. They do offer, uh, life insurance, uh, for \$2.11 per week. I do believe the benefit amount is \$20,000.00, but let me verify that. Let's see here. So yes, the term life benefit up to age 64 is \$20,000.00. So for that benefit... Mm-hmm. Is this, uh... Now you said, uh, \$17.00. Uh, is that, uh, is that \$17.00, like, a month or what? Um, so \$17.00 per paycheck. So whenever you get paid, that \$17.00 will come out. Yep. All right. Yeah, uh, yeah. I'm gonna, uh, I'm gonna look at, I'm gonna look it up on my, uh, email. And then I might, I might, um, I, I'm not sure, but I might enroll with you guys. But yeah. Okay. Well, we- I'll, um, I'll, I'll... Yeah, I'll, I'll give you, I'll give you guys a call also, so if- Okay. ... if I want to, uh, enroll. Okay. Uh- Well, we are open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Um, as well as, uh, Terra Staffing is in their company open enrollment period up until January 4th. Okay? Yep. Okay. Well, is there anything else I gotta- All right. ... be on with today? Nope. That's it. Awesome. Well, you have a wonderful day, okay? Yep. You too. All right.

Bye-bye. Bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey. Yeah, I got a text from this number.

Speaker speaker\_1: Mm-hmm. Um, do you know what the text message said? Do you mind reading it out for me?

Speaker speaker\_2: Um, hold on. Hang on one sec.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It says, "Welcome... " it says, "Welcome to Terra Staffing. You have 30 days from your first paycheck to enroll in benefits." And then it says, "Call," uh, "Call BIC."

Speaker speaker\_1: Yeah. So the text message you received was just welcoming you to Terra Staffing and letting you know you have 30 days from your first paycheck to enroll in the benefits, 'cause that's considered your personal open enrollment period. So it's for medical, dental, vision insurance offered through them. So like I said-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... it was just a courtesy reminder from them.

Speaker speaker\_2: Okay. So, what, what do I, what do I need to do?

Speaker speaker\_1: Um, did you want to be enrolled in the benefits?

Speaker speaker\_2: Uh, do I have to pay anything or how, how does that work?

Speaker speaker\_1: Yes, sir. Um, so they are, they are d-deducted weekly from your paycheck. I mean, I can email you a copy of a benefit guide if you wanted to look something over.

Speaker speaker\_2: Yeah. Uh, can you, uh, will you send me, will you send me a, uh, email?

Speaker speaker\_1: Yeah. What's a good email I can send this to?

Speaker speaker\_2: Yeah. Uh, jazmon, J-A-Z-Z-M-O-N, harges, H-A-R-G-E-S, 3@gmail.com. So ja, jazmonharges3@gmail.com. That's it.

Speaker speaker\_1: Okay. Um, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_2: So, uh, if, if I was to get these benefits, do I have to pay you guys? That's what I'm saying.

Speaker speaker\_1: Yes, sir. So it is deducted weekly from your paycheck. Yes, sir.

Speaker speaker\_2: Well, how much, how much is this?

Speaker speaker\_1: Um, so they have medical plans that range, uh, let's see, from \$17.96 to \$36.97. However, they cover preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, as well as hospital visits, doctor visits and medication coverage. Um, they do offer other things like dental, which is \$3.63 a week, vision, \$2.14. They do offer, uh, life insurance, uh, for \$2.11 per week. I do believe the benefit amount is \$20,000.00, but let me verify that. Let's see here. So yes, the term life benefit up to age 64 is \$20,000.00. So for that benefit...

Speaker speaker\_2: Mm-hmm. Is this, uh... Now you said, uh, \$17.00. Uh, is that, uh, is that \$17.00, like, a month or what?

Speaker speaker\_1: Um, so \$17.00 per paycheck. So whenever you get paid, that \$17.00 will come out.

Speaker speaker\_2: Yep. All right. Yeah, uh, yeah. I'm gonna, uh, I'm gonna look at, I'm gonna look it up on my, uh, email. And then I might, I might, um, I, I'm not sure, but I might enroll with you guys. But yeah.

Speaker speaker\_1: Okay. Well, we-

Speaker speaker\_2: I'll, um, I'll, I'll... Yeah, I'll, I'll give you, I'll give you guys a call also, so if-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... if I want to, uh, enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh-

Speaker speaker\_1: Well, we are open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Um, as well as, uh, Terra Staffing is in their company open enrollment period up until January 4th. Okay?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Well, is there anything else I gotta-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... be on with today?

Speaker speaker\_2: Nope. That's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Yep. You too.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye. Bye.