

## Transcript: Justin

**Mills-4588859420622848-5931083689410560**

### 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? Hello, yes. Oh, can you hold on real quick? I need 16-025. I need a whole pallet. 36 of 'em. Hello. Yes, I had, uh, enrolled... Hello? I'm still here. I'm listening. Yes, I had enrolled. I mean, uh, they enrolled me, and I'm trying to see, like, the benefits. Okay. Um, you were wondering about the auto enrollment? Yeah. What's the staffing agency you work for? Carlton. And the last four of your Social? 2359. And what was your first and last name? James Juez. And for security purposes, can you verify your home address, including city, state and zip code, James? 9001 Jones Road, Houston, Texas 77065. And your date of birth? May 15th, 1994. And a good telephone number I have is 346-425-0393. Yes, sir. And the email I have is B-U-B-R-O-A-R-K@hotmail.com? Uh, no. It'll be james... james, J-U-E-Z1, @gmail.com. Okay. Let's see. So, yes, sir. So looking at the file, it looks like Carlton Staffing auto enrolled you into the MVC TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that are gonna make you stay healthy. Okay. And what about dental? Um, I'm not seeing anything regarding dental. However, they're still in their open enrollment up until February 1st, and you can add dental if need be. However, I believe dental is- How much is... Let me see. \$3.64 per week. And how would I be able to do that? Could I add everything I want? Yeah, I can, uh, add everything that you wanted. Um, what did you want to add to the coverage? Uh, dental and vision. For employee only, correct? Yes, sir. You said... For employee only, so coverage for yourself? Yes, only for myself. Okay. So dental, vision, um, that medical plan. Anything else? Uh, that's it. Um, well, yeah, the medical plan, dental and vision. That's it. And, uh, how would I be able to get the card? Could I get the card sent to my email and stuff like this? Um, yeah. So once you do become active... Uh, I do know that if you did call the Thursday or Friday of the week you become active, we can email the ID cards to you then. However, doing that, um, dental, vision and that medical plan, uh, was \$21.84 per week for those three. Do you authorize Carlton Staffing to make that deduction for you? Yes. Okay, so let me go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$21.84 come off your paycheck, coverage begins the Monday we receive that deduction from Carlton Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Carlton, uh, is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than

that, James, is there anything else I could help you out with today? No, sir. That's it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? All right. I appreciate. Thank you for your time. I'm at work right now, so, you know, my bad for that. No worries. No worries. You have a great day, okay? All right. Yes, sir. You, too. All right. 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: Hello, yes. Oh, can you hold on real quick? I need 16-025. I need a whole pallet. 36 of 'em. Hello. Yes, I had, uh, enrolled... Hello?

Speaker speaker\_1: I'm still here. I'm listening.

Speaker speaker\_2: Yes, I had enrolled. I mean, uh, they enrolled me, and I'm trying to see, like, the benefits.

Speaker speaker\_1: Okay. Um, you were wondering about the auto enrollment?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: Carlton.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 2359.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: James Juez.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, James?

Speaker speaker\_2: 9001 Jones Road, Houston, Texas 77065.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: May 15th, 1994.

Speaker speaker\_1: And a good telephone number I have is 346-425-0393.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is B-U-B-R-O-A-R-K@hotmail.com?

Speaker speaker\_2: Uh, no. It'll be james... james, J-U-E-Z1, @gmail.com.

Speaker speaker\_1: Okay. Let's see. So, yes, sir. So looking at the file, it looks like Carlton Staffing auto enrolled you into the MVC TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that are gonna make you stay healthy.

Speaker speaker\_2: Okay. And what about dental?

Speaker speaker\_1: Um, I'm not seeing anything regarding dental. However, they're still in their open enrollment up until February 1st, and you can add dental if need be. However, I believe dental is-

Speaker speaker\_2: How much is...

Speaker speaker\_1: Let me see. \$3.64 per week.

Speaker speaker\_2: And how would I be able to do that? Could i add everything I want?

Speaker speaker\_1: Yeah, I can, uh, add everything that you wanted. Um, what did you want to add to the coverage?

Speaker speaker\_2: Uh, dental and vision.

Speaker speaker\_1: For employee only, correct?

Speaker speaker\_2: Yes, sir. You said...

Speaker speaker\_1: For employee only, so coverage for yourself?

Speaker speaker\_2: Yes, only for myself.

Speaker speaker\_1: Okay. So dental, vision, um, that medical plan. Anything else?

Speaker speaker\_2: Uh, that's it. Um, well, yeah, the medical plan, dental and vision. That's it. And, uh, how would I be able to get the card? Could I get the card sent to my email and stuff like this?

Speaker speaker\_1: Um, yeah. So once you do become active... Uh, I do know that if you did call the Thursday or Friday of the week you become active, we can email the ID cards to you then. However, doing that, um, dental, vision and that medical plan, uh, was \$21.84 per week for those three. Do you authorize Carlton Staffing to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let me go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$21.84 come off your paycheck, coverage begins the Monday we receive that deduction from Carlton Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Carlton, uh, is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars. But that also means you must stay

in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, James, is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. That's it.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_2: All right. I appreciate. Thank you for your time. I'm at work right now, so, you know, my bad for that.

Speaker speaker\_1: No worries. No worries. You have a great day, okay?

Speaker speaker\_2: All right. Yes, sir. You, too.

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