

## Transcript: Justin

**Mills-4648699826225152-6363832453644288**

### 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? Yeah. It, it's, this is... Uh, my name is Tracy and I'm trying to, uh, upgrade my plan that I have. Okay. What's the staffing agency you work for? Uh, Crown Staffing. And the last four of your Social? Uh, 2459. And what was your first name and last name again? I'm sorry. Tracy Rant. The last name R-A-N-F, as in Frank, T as in Tom. And for security purposes, can you verify the home address, including city, state and zip code, Tracy? Yes. 3714 West Belmont, Apartment 2F, um, Chicago, Illinois 60618. And your date of birth? 07/02/'73. And a good cell phone number I have is 561-318-9290. Yeah. And the email I have is emilyjamie24 at Yahoo? Yes. Okay. Um, and what changes did you wanna make? Mm. Uh, I'm doing one for, uh, it's, uh, for employee, \$5.99 a week. Let's see. For the FreeRx? Yeah. Okay. Was it the FreeRx or the FreeRx Virtual Primary Care? Um, it just says \$5.98 a week, employee. Hmm. My wife is helping me with it. I'm sorry. No worries. Um... It's okay. FreeRx. The FreeRx? Yeah, it's the FreeRx. Okay, so FreeRx. Okay, so let's see here. Oh. On top of the medical plan that you already have? Um, the medical plan, he wants to do, um, the Stay Healthy and the VIP Classic. Yeah. Okay. So I do know that the MEC TeleRx already includes FreeRx, um, so I'll just put him down for the MEC TeleRx and the VIP Classic, um, since the MEC- Okay. ... already has FreeRx. Okay. Okay, anything else? Uh. Yeah. And then he wants to add the Short-Term Disability weekly deduction. Okay. And the Critical Illness. Okay. And also, the Term Life and AD&D.; Okay. Do you guys offer long term? Uh, we only offer short-term- The dis- ... disability here at Benefits- Only short term. ... in a Card. Okay. Mm-hmm. And that's it. Okay, so just to confirm, we have the MEC TeleRx, the VIP Classic, Short-Term Disability, Term Life and Critical Illness all for employee only, correct? Correct. And what would the- Okay, so doing- ... total of that be? Yeah, so doing- Sorry. ... all of those will make your shorter deductions \$44.16 per week. Do you authorize Crown to make that deduction for you? Yes. 44- Okay. So we'll go ahead and say- 44 what? And 16 cents. 16 cents. Okay, yes. And who do you wanna put down as your beneficiary for the Term Life? Um, my wife. And her first name? Michele, two Ls. Michele. Last name is different. What's the last name? Ramirez. Confirm the spelling for that for me. R-A-M-I-R-E-Z. M-I-R-E-Z. Okay. Okay, so I do wanna let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$44.16 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Then seven- Okay. ... to 10 business days later, you'll receive new policy I... and physical ID card information in the mail. But other than that, is there anything else I could help you out with today, Tracy? No, that's it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? You too. Thank

you. You do the same. All right, 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: Yeah. It, it's, this is... Uh, my name is Tracy and I'm trying to, uh, upgrade my plan that I have.

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

Speaker speaker\_2: Uh, Crown Staffing.

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

Speaker speaker\_2: Uh, 2459.

Speaker speaker\_1: And what was your first name and last name again? I'm sorry.

Speaker speaker\_2: Tracy Rant. The last name R-A-N-F, as in Frank, T as in Tom.

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

Speaker speaker\_2: Yes. 3714 West Belmont, Apartment 2F, um, Chicago, Illinois 60618.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 07/02/'73.

Speaker speaker\_1: And a good cell phone number I have is 561-318-9290.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the email I have is emilyjamie24 at Yahoo?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, and what changes did you wanna make?

Speaker speaker\_2: Mm. Uh, I'm doing one for, uh, it's, uh, for employee, \$5.99 a week.

Speaker speaker\_1: Let's see. For the FreeRx?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Was it the FreeRx or the FreeRx Virtual Primary Care?

Speaker speaker\_2: Um, it just says \$5.98 a week, employee.

Speaker speaker\_3: Hmm.

Speaker speaker\_2: My wife is helping me with it. I'm sorry.

Speaker speaker\_1: No worries. Um...

Speaker speaker\_3: It's okay. FreeRx.

Speaker speaker\_2: The FreeRx? Yeah, it's the FreeRx.

Speaker speaker\_1: Okay, so FreeRx. Okay, so let's see here. Oh. On top of the medical plan that you already have?

Speaker speaker\_3: Um, the medical plan, he wants to do, um, the Stay Healthy and the VIP Classic.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So I do know that the MEC TeleRx already includes FreeRx, um, so I'll just put him down for the MEC TeleRx and the VIP Classic, um, since the MEC-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... already has FreeRx.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, anything else?

Speaker speaker\_3: Uh.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: And then he wants to add the Short-Term Disability weekly deduction.

Speaker speaker\_1: Okay.

Speaker speaker\_3: And the Critical Illness.

Speaker speaker\_1: Okay.

Speaker speaker\_3: And also, the Term Life and AD&D.;

Speaker speaker\_1: Okay.

Speaker speaker\_2: Do you guys offer long term?

Speaker speaker\_1: Uh, we only offer short-term-

Speaker speaker\_2: The dis-

Speaker speaker\_1: ... disability here at Benefits-

Speaker speaker\_2: Only short term.

Speaker speaker\_1: ... in a Card.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: And that's it.

Speaker speaker\_1: Okay, so just to confirm, we have the MEC TeleRx, the VIP Classic, Short-Term Disability, Term Life and Critical Illness all for employee only, correct?

Speaker speaker\_2: Correct. And what would the-

Speaker speaker\_1: Okay, so doing-

Speaker speaker\_2: ... total of that be?

Speaker speaker\_1: Yeah, so doing-

Speaker speaker\_2: Sorry.

Speaker speaker\_1: ... all of those will make your shorter deductions \$44.16 per week. Do you authorize Crown to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_3: 44-

Speaker speaker\_1: Okay. So we'll go ahead and say-

Speaker speaker\_2: 44 what?

Speaker speaker\_1: And 16 cents.

Speaker speaker\_2: 16 cents. Okay, yes.

Speaker speaker\_1: And who do you wanna put down as your beneficiary for the Term Life?

Speaker speaker\_2: Um, my wife.

Speaker speaker\_1: And her first name?

Speaker speaker\_2: Michele, two Ls.

Speaker speaker\_1: Michele.

Speaker speaker\_2: Last name is different.

Speaker speaker\_1: What's the last name?

Speaker speaker\_2: Ramirez.

Speaker speaker\_1: Confirm the spelling for that for me.

Speaker speaker\_2: R-A-M-I-R-E-Z.

Speaker speaker\_1: M-I-R-E-Z. Okay. Okay, so I do wanna let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$44.16 come off your paycheck, coverage begins the Monday we receive

that deduction from Crown Services. Then seven-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to 10 business days later, you'll receive new policy I... and physical ID card information in the mail. But other than that, is there anything else I could help you out with today, Tracy?

Speaker speaker\_2: No, 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: You too. Thank you. You do the same.

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

Speaker speaker\_2: Bye.