

## Transcript: Justin

**Mills-4726541755531264-6214005263351808**

### Full Transcript

Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today? Hey, Justin. This is Cody Ladner with, with Superior Skilled Trades. I am trying to find out, um, my medical, dental and vision insurance. Yeah, let me check on that. So Superior Skilled Trades, what's the last four of your social? 7889. And what was your first and last name again? I'm sorry. Cody Ladner. Ladner, okay. And for security purposes, can you verify your home address including city, state and zip code, Cody? Uh, 27980 3221, uh, Picayune, Mississippi 39466. And your date of birth? 10/23/90. And a good telephone number. You have a 601-590-1490? Yes, sir. And do you have a good email by any chance? Uh, ladnercody90@gmail.com. Gmail. Okay, so let's see here. I think I had insurance on everybody, my four kids and my wife, but I think it was just where they could get check-ups, and I need to actually get the insurance on the medical, dental and vision, the full family plan. Okay. Let's see here, 'cause looking at the file, I'm not seeing you're currently enrolled in anything. However, I do know that Superior Skilled Trades just became a new client of ours not too long ago. Um, so you wanted medical, dental and vision? Yes. Okay. Yeah. For employee plus family, correct? Sir? For employee plus family, correct? Yes. All right. So doing the VIP Classic which covers hospitals, doctors and medications, dental and vision for employee plus family would make your total deductions \$87.30 per week, be it authorized out of Superior Skilled Trades to make that deduction for you. I suppose, yeah, however they do it. Okay. And let me add your dependents down real quick. What's your spouse's first name? Cassie Ladner. C- or Cassie, C-A-S-S-I-E. They were the, all the info, they should all be in my profile in, in there 'cause I just updated their socials, all my kids birthdays, socials, everything. Okay, well looking at- I think I- Okay, well looking at the file, I'm not seeing any of that information here, so I'm just putting it into our system now. Oh, okay, because I don't have any of their socials or anything on there. No worries. So I can put in zeros as placeholders, but when you do have the socials, just give us a call back so we can add them to the coverage. Okay, let me see if I, uh, I might have it on there. Oh, Lordy. Um, what else? Her, I know her... Cassie's birthday is 9/26/95. Oh, I do have them, okay. And what's Cassie's social? I do not have her social. Okay, no worries. Um, let me have to real quick. I have everything else though, on my two daughters- Okay. ... whose birthdates are posted. I can probably search it and get it real quick. Okay, and the first child? Uh, Holly Ladner. H-O-L-L-Y Ladner, L-A-D-N-E-R. And their social? Their social is going to be... Hang on one second, I'm looking real quick. Her social is 838-02-5470. And her date of birth? 9/17/18. All right. The next one will be Harston. H-A-R-S-T-O-N. And their social? Sir? His social. His social is 234-85-8881 and his birthday is 9/17/18 as well. And the next child? Brenleigh, B-R-E-N-L-E-I-G-H. And social? 060-233-913. And her date of birth? And her birthday is 9/14/16. And then uh, Branton, B-R-A-N-T-O-N. Branton Ladner. And his social? 734-131-735. And his date of

birth? 7/1/15. 2015, okay. And let's see, Cassie's... Let's see. I think you got a different one, man. Do what? You're serious, dude. I don't know. That ain't the one that tear its track, Bruce. No. No. They got a 262 Caterpillar out there. That kills? No, that tears its track. No, that's... I, I'll have to look at it and see. What, what you need? Cassie's social? Correct. All right, I'm waiting on her to text it real quick. It's, uh, 428-79-4905. 4905, okay. Yeah, 4905. Okay, now 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 \$87.30 come off your paycheck, coverage begins the Monday we receive that deduction from, uh, Superior Skilled Trades. Seven to ten business days later, you will receive all of your policy and ID card information in the mail. Other than that, Cody, is there anything else I could assist you with today? No, that's all. That's it, man. So you're saying probably, you're saying about two weeks? Correct, yes, sir. All right, man, that'll be it. Awesome. Well, you have a wonderful weekend, okay? You too, thanks. All right, bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. This is Cody Ladner with, with Superior Skilled Trades. I am trying to find out, um, my medical, dental and vision insurance.

Speaker speaker\_0: Yeah, let me check on that. So Superior Skilled Trades, what's the last four of your social?

Speaker speaker\_1: 7889.

Speaker speaker\_0: And what was your first and last name again? I'm sorry.

Speaker speaker\_1: Cody Ladner.

Speaker speaker\_0: Ladner, okay. And for security purposes, can you verify your home address including city, state and zip code, Cody?

Speaker speaker\_1: Uh, 27980 3221, uh, Picayune, Mississippi 39466.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/23/90.

Speaker speaker\_0: And a good telephone number. You have a 601-590-1490?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And do you have a good email by any chance?

Speaker speaker\_1: Uh, ladnercody90@gmail.com.

Speaker speaker\_0: Gmail. Okay, so let's see here.

Speaker speaker\_1: I think I had insurance on everybody, my four kids and my wife, but I think it was just where they could get check-ups, and I need to actually get the insurance on the medical, dental and vision, the full family plan.

Speaker speaker\_0: Okay. Let's see here, 'cause looking at the file, I'm not seeing you're currently enrolled in anything. However, I do know that Superior Skilled Trades just became a new client of ours not too long ago. Um, so you wanted medical, dental and vision?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah. For employee plus family, correct?

Speaker speaker\_1: Sir?

Speaker speaker\_0: For employee plus family, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So doing the VIP Classic which covers hospitals, doctors and medications, dental and vision for employee plus family would make your total deductions \$87.30 per week, be it authorized out of Superior Skilled Trades to make that deduction for you.

Speaker speaker\_1: I suppose, yeah, however they do it.

Speaker speaker\_0: Okay. And let me add your dependents down real quick. What's your spouse's first name?

Speaker speaker\_1: Cassie Ladner. C- or Cassie, C-A-S-S-I-E. They were the, all the info, they should all be in my profile in, in there 'cause I just updated their socials, all my kids birthdays, socials, everything.

Speaker speaker\_0: Okay, well looking at-

Speaker speaker\_1: I think I-

Speaker speaker\_0: Okay, well looking at the file, I'm not seeing any of that information here, so I'm just putting it into our system now.

Speaker speaker\_1: Oh, okay, because I don't have any of their socials or anything on there.

Speaker speaker\_0: No worries. So I can put in zeros as placeholders, but when you do have the socials, just give us a call back so we can add them to the coverage.

Speaker speaker\_1: Okay, let me see if I, uh, I might have it on there. Oh, Lordy. Um, what else? Her, I know her... Cassie's birthday is 9/26/95. Oh, I do have them, okay.

Speaker speaker\_0: And what's Cassie's social?

Speaker speaker\_1: I do not have her social.

Speaker speaker\_0: Okay, no worries.

Speaker speaker\_1: Um, let me have to real quick. I have everything else though, on my two daughters-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... whose birthdates are posted. I can probably search it and get it real quick.

Speaker speaker\_0: Okay, and the first child?

Speaker speaker\_1: Uh, Holly Ladner. H-O-L-L-Y Ladner, L-A-D-N-E-R.

Speaker speaker\_0: And their social?

Speaker speaker\_1: Their social is going to be... Hang on one second, I'm looking real quick. Her social is 838-02-5470.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: 9/17/18.

Speaker speaker\_0: All right.

Speaker speaker\_1: The next one will be Harston. H-A-R-S-T-O-N.

Speaker speaker\_0: And their social?

Speaker speaker\_1: Sir?

Speaker speaker\_0: His social.

Speaker speaker\_1: His social is 234-85-8881 and his birthday is 9/17/18 as well.

Speaker speaker\_0: And the next child?

Speaker speaker\_1: Brenleigh, B-R-E-N-L-E-I-G-H.

Speaker speaker\_0: And social?

Speaker speaker\_1: 060-233-913.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: And her birthday is 9/14/16. And then uh, Branton, B-R-A-N-T-O-N. Branton Ladner.

Speaker speaker\_0: And his social?

Speaker speaker\_1: 734-131-735.

Speaker speaker\_0: And his date of birth?

Speaker speaker\_1: 7/1/15.

Speaker speaker\_0: 2015, okay.

Speaker speaker\_1: And let's see, Cassie's... Let's see.

Speaker speaker\_2: I think you got a different one, man.

Speaker speaker\_1: Do what?

Speaker speaker\_2: You're serious, dude. I don't know. That ain't the one that tear its track, Bruce.

Speaker speaker\_1: No. No. They got a 262 Caterpillar out there.

Speaker speaker\_2: That kills? No, that tears its track.

Speaker speaker\_1: No, that's... I, I'll have to look at it and see. What, what you need? Cassie's social?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, I'm waiting on her to text it real quick. It's, uh, 428-79-4905.

Speaker speaker\_0: 4905, okay.

Speaker speaker\_1: Yeah, 4905.

Speaker speaker\_0: Okay, now 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 \$87.30 come off your paycheck, coverage begins the Monday we receive that deduction from, uh, Superior Skilled Trades. Seven to ten business days later, you will receive all of your policy and ID card information in the mail. Other than that, Cody, is there anything else I could assist you with today?

Speaker speaker\_1: No, that's all. That's it, man. So you're saying probably, you're saying about two weeks?

Speaker speaker\_0: Correct, yes, sir.

Speaker speaker\_1: All right, man, that'll be it.

Speaker speaker\_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_1: You too, thanks.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye-bye.