

Transcript: Justin

Mills-4850605746339840-6016929885372416

Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Um, yes, sir. I called, had a missed call from you guys saying something about I had choose-chose, um, yes for the benefits, and I also put no or something like that. I'm not sure who I was speaking with. Um- Mm-hmm. Yeah, so that voicemail that you probably received was just, um, an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted coverage through them or if you wanted to opt out of benefits. And what, like, what does that mean? Like is there gonna be like a- Like-... certain amount coming out of my check? Um, yeah, if you wanted to enroll, deductions will occur. Um, whatever you enrolled into will come off your paycheck, um, but I can pull your file for you to confirm everything. Okay, that's fine. Okay, what's that staffing agency you work for? Um, Hamilton-Riker, um, Goodyear. And the last four of your Social? 1631. And what was your last name, Amaya? Copeland. Okay. And for security purposes, could you verify your home address, including city, state and ZIP Code? Uh, 1146 West Jackson Street, um, 38012 Ole Miss City. Looks like I have a different address on file. Uh, 1110 Chickasaw Trail. Okay, is that a current address or a old address? Well, it's a current address, but my mom's is on the one that I wor- where I work at. Okay, no worries. Um, confirm your date of birth. 10/04/2001. And a good telephone number. I have a 662-260-0722. Yes, sir. And the email is amayacopeland303@gmail? Yes, sir. Okay, so yes, the checking note history, I do see there was an outbound call to you regarding an enrollment form we did receive from Hamilton-Riker. Um, you notated that you wanted dental and vision for yourself, but you also chose not to participate. So, we were just reaching out to confirm. Oh, okay. Yes, I do. Um, do you know if... Do you know how much would be coming out for it, or like is it just a certain percentage that they take out? Um, so dental and vision for yourself only would run you \$5.37 per week. Okay, so like per paycheck? So, like each paycheck it'll probably be like \$10, \$20? Um, do you get paid weekly or biweekly? Well, I haven't, I just started, so I don't even know. I think it's... Since I went to attend service, I'm guessing it is biweekly, I mean, weekly. Okay, 'cause looking at your file it says your pay period's weekly. So, you may be paid weekly. Yeah, okay. That's fine. See, I, I haven't started there yet, and I just got the job yesterday, so I'm not really sure. I haven't, I didn't ask a lot of questions, because I got a packet that I'm supposed to read. So, I was pro- it's probably in there. But that's probably why. So yeah, that'll be fine. That, that, yeah, that's how I want it to be. Okay, so dental and vision for yourself only? Yes, sir. Okay, so doing that would make your total deductions \$5.37 per week. Do you authorize Hamilton-Riker to make the deduction for you? Yes, sir. Okay. Let's see here. And quick question. Did you, uh, when did you start with Hamilton-Riker, if you don't mind me asking? Well, I've been like enrolled with them like for, um, quite a while. Um, I've had jobs through them where I started them and I didn't like them, and I probably didn't go back. But this one I

started yesterday. I just went in to fill my information yesterday. Okay, because looking at the file, I'm only seeing a hire date from May 2nd of 2024. So, just to cover my tracks, I would have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back regarding another response. Okay, so what does that mean? Meaning my back office is gonna confirm eligibility to see if you're eligible with the client, Hamilton-Riker. And then once I receive word back from, uh, my back office, I'm going to call you back. Okay, so like that's, that's meaning like if I'm eligible to get that, like eligible to... For them to pay for that? Correct. Or no? Okay. No, you're to be eligible to be enrolled in the benefits, 'cause I do know that your- Oh. ... personal open enrollment period is 30 days from your first paycheck. And checking the file, you have a recent hire date of May 2nd of 2024, and it's now February of 2025. So, I just need my back office to confirm eligibility for you. Okay, wonderful. Okay, but is that 662-260-0722 a good call back number for you? Yes, sir. It is. Okay, so like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Amaya? Okay, thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, sir. I called, had a missed call from you guys saying something about I had choose- chose, um, yes for the benefits, and I also put no or something like that. I'm not sure who I was speaking with.

Speaker speaker_0: Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, so that voicemail that you probably received was just, um, an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted coverage through them or if you wanted to opt out of benefits.

Speaker speaker_1: And what, like, what does that mean? Like is there gonna be like a-

Speaker speaker_0: Like-

Speaker speaker_1: ... certain amount coming out of my check?

Speaker speaker_0: Um, yeah, if you wanted to enroll, deductions will occur. Um, whatever you enrolled into will come off your paycheck, um, but I can pull your file for you to confirm everything.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay, what's that staffing agency you work for?

Speaker speaker_1: Um, Hamilton-Riker, um, Goodyear.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1631.

Speaker speaker_0: And what was your last name, Amaya?

Speaker speaker_1: Copeland.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and ZIP Code?

Speaker speaker_1: Uh, 1146 West Jackson Street, um, 38012 Ole Miss City.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Uh, 1110 Chickasaw Trail.

Speaker speaker_0: Okay, is that a current address or a old address?

Speaker speaker_1: Well, it's a current address, but my mom's is on the one that I wor- where I work at.

Speaker speaker_0: Okay, no worries. Um, confirm your date of birth.

Speaker speaker_1: 10/04/2001.

Speaker speaker_0: And a good telephone number. I have a 662-260-0722.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is amayacopeland303@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so yes, the checking note history, I do see there was an outbound call to you regarding an enrollment form we did receive from Hamilton-Riker. Um, you notated that you wanted dental and vision for yourself, but you also chose not to participate. So, we were just reaching out to confirm.

Speaker speaker_1: Oh, okay. Yes, I do. Um, do you know if... Do you know how much would be coming out for it, or like is it just a certain percentage that they take out?

Speaker speaker_0: Um, so dental and vision for yourself only would run you \$5.37 per week.

Speaker speaker_1: Okay, so like per paycheck? So, like each paycheck it'll probably be like \$10, \$20?

Speaker speaker_0: Um, do you get paid weekly or biweekly?

Speaker speaker_1: Well, I haven't, I just started, so I don't even know. I think it's... Since I went to attend service, I'm guessing it is biweekly, I mean, weekly.

Speaker speaker_0: Okay, 'cause looking at your file it says your pay period's weekly. So, you may be paid weekly.

Speaker speaker_1: Yeah, okay. That's fine. See, I, I haven't started there yet, and I just got the job yesterday, so I'm not really sure. I haven't, I didn't ask a lot of questions, because I got a packet that I'm supposed to read. So, I was pro- it's probably in there. But that's probably why. So yeah, that'll be fine. That, that, yeah, that's how I want it to be.

Speaker speaker_0: Okay, so dental and vision for yourself only?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so doing that would make your total deductions \$5.37 per week. Do you authorize Hamilton-Riker to make the deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Let's see here. And quick question. Did you, uh, when did you start with Hamilton-Riker, if you don't mind me asking?

Speaker speaker_1: Well, I've been like enrolled with them like for, um, quite a while. Um, I've had jobs through them where I started them and I didn't like them, and I probably didn't go back. But this one I started yesterday. I just went in to fill my information yesterday.

Speaker speaker_0: Okay, because looking at the file, I'm only seeing a hire date from May 2nd of 2024. So, just to cover my tracks, I would have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back regarding another response.

Speaker speaker_1: Okay, so what does that mean?

Speaker speaker_0: Meaning my back office is gonna confirm eligibility to see if you're eligible with the client, Hamilton-Riker. And then once I receive word back from, uh, my back office, I'm going to call you back.

Speaker speaker_1: Okay, so like that's, that's meaning like if I'm eligible to get that, like eligible to... For them to pay for that?

Speaker speaker_0: Correct.

Speaker speaker_1: Or no? Okay.

Speaker speaker_0: No, you're to be eligible to be enrolled in the benefits, 'cause I do know that your-

Speaker speaker_1: Oh.

Speaker speaker_0: ... personal open enrollment period is 30 days from your first paycheck. And checking the file, you have a recent hire date of May 2nd of 2024, and it's now February of 2025. So, I just need my back office to confirm eligibility for you.

Speaker speaker_1: Okay, wonderful.

Speaker speaker_0: Okay, but is that 662-260-0722 a good call back number for you?

Speaker speaker_1: Yes, sir. It is.

Speaker speaker_0: Okay, so like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Amaya?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.