

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? How you doing, Justin? I'm sorry. My name is Jonathan Brown. Okay. And, um, I was trying to, um, get insured. I once had, uh, UnitedHealthcare, but my job dropped it, and they, uh, said they carry this, uh, insurance company now. Okay, what's the staffing agency you work for? Uh, Per- uh, Verstellla. Okay. And the last four of your Social? 2824. And for security purposes, can you verify your home address, including city, state and zip code, Jonathan? 5715 W. West End Avenue, Chicago, Illinois 60644. And confirm your date of birth. 1/30/76. And a good telephone number you have is 773-703-3812. Yes, sir. And the email you have is mail.jonathan.brown@gmail.com? Yes, sir. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Um, I see y'all had, like, three different packages, right? Uh, correct. Yes, sir. And the highest one was, like, a... You invested, like, your premium package, right? Uh, let's see. So they had the- And also... Okay. Oh, I'm sorry. Go ahead. So they had the MAC TeleRx, which just covered preventative healthcare services at \$17.96, uh, the VIP Standard bundle, and the VIP Plus bundle, which both cover hospitals, doctors and medications ranging from \$23.02 to \$36.97 for employee only. Okay. Yeah, I wanted the highest one. The VIP Plus one. Yeah, so you have your last one. Yeah. Okay. And I wanted to add, uh, dental and vision. Okay, so VIP Plus bundle, dental and vision for employee only. Anything else? That's it. Okay. So doing those three would make your total deductions \$42.74 per week. Yes. Do you authorize Cara Staffing to make that deduction for you? Yes. Okay. 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 \$42.74 come off your paycheck, coverage begins the Monday we receive that deduction from Cara Staffing. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jonathan, is there anything else I can help you out with today? No, sir. That's it. Awesome. Well, you have a wonderful day, okay? All right. You, too. Thanks a lot. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: How you doing, Justin? I'm sorry. My name is Jonathan Brown.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And, um, I was trying to, um, get insured. I once had, uh, UnitedHealthcare, but my job dropped it, and they, uh, said they carry this, uh, insurance company now.

Speaker speaker\_0: Okay, what's the staffing agency you work for?

Speaker speaker\_1: Uh, Per- uh, Verstellla.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 2824.

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

Speaker speaker\_1: 5715 W. West End Avenue, Chicago, Illinois 60644.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 1/30/76.

Speaker speaker\_0: And a good telephone number you have is 773-703-3812.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email you have is mail.jonathan.brown@gmail.com? Yes, sir. Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_1: Um, I see y'all had, like, three different packages, right?

Speaker speaker\_0: Uh, correct. Yes, sir.

Speaker speaker\_1: And the highest one was, like, a... You invested, like, your premium package, right?

Speaker speaker\_0: Uh, let's see. So they had the-

Speaker speaker\_1: And also... Okay. Oh, I'm sorry. Go ahead.

Speaker speaker\_0: So they had the MAC TeleRx, which just covered preventative healthcare services at \$17.96, uh, the VIP Standard bundle, and the VIP Plus bundle, which both cover hospitals, doctors and medications ranging from \$23.02 to \$36.97 for employee only.

Speaker speaker\_1: Okay. Yeah, I wanted the highest one. The VIP Plus one.

Speaker speaker\_0: Yeah, so

Speaker speaker\_2: you have your last one.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I wanted to add, uh, dental and vision.

Speaker speaker\_0: Okay, so VIP Plus bundle, dental and vision for employee only. Anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. So doing those three would make your total deductions \$42.74 per week.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you authorize Cara Staffing to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. 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 \$42.74 come off your paycheck, coverage begins the Monday we receive that deduction from Cara Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jonathan, is there anything else I can help you out with today?

Speaker speaker\_1: No, sir. That's it.

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

Speaker speaker\_1: All right. You, too. Thanks a lot.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.