

## Transcript: Justin

**Mills-5005932128944128-5558144127254528**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 Card. This is Justin. How can I help you today? Yeah, I was... I would like to get health insurance for me and my daughter. Okay. What's the staffing agency you work for? The Resource. And the last four of your Social? 7007. And what was your first and last name, sir? Dwight Black. Okay. And for security purposes, can you verify your home address, including city, state and zip code? 427 Barnes Road, Winston-Salem, North Carolina, 27107. And your date of birth? 4/17/92. And a good telephone number have is 336-624-9720. Yes. And the email have is djblack2392@yahoo.com? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into through The Resource or no? I do not have an idea. Why, what's that, huh? Okay, um, so I do know that The Resource company, they do offer three medical plans. Um, one of them just covers preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that. For employee plus child, that's \$21.24. Then two other medical plans, the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Basic and the Classic is how much the insurance carrier pays to cover things. Um, but those range from \$23.43 to \$28.45. However, The Resource does offer other things like dental, short-term disability, term life which is life insurance, vision, critical illness, group accident, and behavioral health. Um, if she add dental, how much is dent- If you add dental, how much is that with it? Um, so dental for employee plus child is \$8.92 per week. So how much does that all together is what I was asking. Uh- If I was to get the... I guess w- would you say the \$28 one with that? Okay, so the VIP Classic and dental, uh, would be \$37.37 per week. On a paycheck. Yeah, so that is what? 130 a month I'm assuming, somewhere around there? Um, honestly, I don't know. We, they do weekly deductions, so it's weekly. Okay, I can do that though. Yeah, that's, yeah, that's fine. That's a 10 k. Okay, so just those two. Anything else? Well, it's four eight s- So, what is that covering? You said the VIP is the hospital bills, doctor bills and the dental, right? Well, the dental's 10 but it's added on. Well, the VIP plan will cover your hospital visits, doctor visits and medication coverage. Hospital, um, uh... This is his mom listening. Um, hospital, doctors and medication. Correct. And then you added in the dental, correct? Correct. Yes, ma'am. And it's 37 what? Uh, \$37.37 per week. Per pay period. Correct. All right. 35... Times four. ... times, um, four equals- 150. ... um, uh, plus we're gonna have third, um, five. Okay, that's fine, sir. That's fine. Okay. Did you authorize The Resource company to make that deduction for you? Yes. So I'm going to go ahead and save that and add your dependent down real quick. What's your daughter's first name? Devin. Can you spell that full name? D-E-V-I-N or I-N? I-N. I-N, okay. And same last name as you? Yes. Black, B-L-A-C-K. And do you have her Social by any chance? Yeah. Tell her mom look up - Give me one second. Okay. No, I don't know anything about all that. With you and Devin. Yeah. Do I need to have it right now or can I get it

too late? Wait just hold there a moment. I have it for y'all. Um, so I can put in all zeros for now, but when you do have the Social, just give us a call back so we can add it to the coverage. Yeah. Just give me a moment. Just give this same phone number a call back? Yes, sir. Okay. Yeah, I can do that. I'll be able to have it by tomorrow. Okay. And what's her date of birth? 3/16/20. 20, okay. 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 \$37.37 come off your paycheck, coverage begins the Monday we receive that deduction from The Resource company. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But like I said earlier, once you do have Devin's Social, just give us a call back so we can add her to the coverage, okay? No problem. Awesome. Other than that, Dwight, is there anything else I can help you out with today? No, you've been extremely helpful and I want to say I appreciate it and thank you. You're welcome. You have a great day, okay? You too. Thank you. 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 10 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, I was... I would like to get health insurance for me and my daughter.

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

Speaker speaker\_2: The Resource.

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

Speaker speaker\_2: 7007.

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

Speaker speaker\_2: Dwight Black.

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

Speaker speaker\_2: 427 Barnes Road, Winston-Salem, North Carolina, 27107.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4/17/92.

Speaker speaker\_1: And a good telephone number have is 336-624-9720.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email have is djblack2392@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through The Resource or no?

Speaker speaker\_2: I do not have an idea. Why, what's that, huh?

Speaker speaker\_1: Okay, um, so I do know that The Resource company, they do offer three medical plans. Um, one of them just covers preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that. For employee plus child, that's \$21.24. Then two other medical plans, the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Basic and the Classic is how much the insurance carrier pays to cover things. Um, but those range from \$23.43 to \$28.45. However, The Resource does offer other things like dental, short-term disability, term life which is life insurance, vision, critical illness, group accident, and behavioral health.

Speaker speaker\_3: Um, if she add dental, how much is dent-

Speaker speaker\_2: If you add dental, how much is that with it?

Speaker speaker\_1: Um, so dental for employee plus child is \$8.92 per week.

Speaker speaker\_2: So how much does that all together is what I was asking.

Speaker speaker\_1: Uh-

Speaker speaker\_2: If I was to get the... I guess w- would you say the \$28 one with that?

Speaker speaker\_1: Okay, so the VIP Classic and dental, uh, would be \$37.37 per week.

Speaker speaker\_3: On a paycheck.

Speaker speaker\_2: Yeah, so that is what? 130 a month I'm assuming, somewhere around there?

Speaker speaker\_1: Um, honestly, I don't know. We, they do weekly deductions, so it's weekly.

Speaker speaker\_2: Okay, I can do that though. Yeah, that's, yeah, that's fine.

Speaker speaker\_3: That's a 10 k.

Speaker speaker\_1: Okay, so just those two. Anything else?

Speaker speaker\_3: Well, it's four eight s-

Speaker speaker\_2: So, what is that covering? You said the VIP is the hospital bills, doctor bills and the dental, right? Well, the dental's 10 but it's added on.

Speaker speaker\_1: Well, the VIP plan will cover your hospital visits, doctor visits and medication coverage.

Speaker speaker\_3: Hospital, um, uh... This is his mom listening. Um, hospital, doctors and medication.

Speaker speaker\_2: Correct.

Speaker speaker\_3: And then you added in the dental, correct?

Speaker speaker\_2: Correct. Yes, ma'am.

Speaker speaker\_3: And it's 37 what?

Speaker speaker\_1: Uh, \$37.37 per week.

Speaker speaker\_3: Per pay period.

Speaker speaker\_1: Correct.

Speaker speaker\_3: All right. 35... Times four. ... times, um, four equals-

Speaker speaker\_2: 150.

Speaker speaker\_3: ... um, uh, plus we're gonna have third, um, five.

Speaker speaker\_2: Okay, that's fine, sir. That's fine.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Did you authorize The Resource company to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So I'm going to go ahead and save that and add your dependent down real quick. What's your daughter's first name?

Speaker speaker\_2: Devin.

Speaker speaker\_1: Can you spell that full name? D-E-V-I-N or I-N?

Speaker speaker\_2: I-N.

Speaker speaker\_1: I-N, okay. And same last name as you?

Speaker speaker\_2: Yes. Black, B-L-A-C-K.

Speaker speaker\_1: And do you have her Social by any chance?

Speaker speaker\_3: Yeah. Tell her mom look up -

Speaker speaker\_2: Give me one second.

Speaker speaker\_3: Okay. No, I don't know anything about all that. With you and Devin. Yeah.

Speaker speaker\_2: Do I need to have it right now or can I get it too late?

Speaker speaker\_3: Wait just hold there a moment. I have it for y'all.

Speaker speaker\_1: Um, so I can put in all zeros for now, but when you do have the Social, just give us a call back so we can add it to the coverage.

Speaker speaker\_3: Yeah. Just give me a moment.

Speaker speaker\_2: Just give this same phone number a call back?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Yeah, I can do that. I'll be able to have it by tomorrow.

Speaker speaker\_1: Okay. And what's her date of birth?

Speaker speaker\_2: 3/16/20.

Speaker speaker\_1: 20, okay. 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 \$37.37 come off your paycheck, coverage begins the Monday we receive that deduction from The Resource company.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But like I said earlier, once you do have Devin's Social, just give us a call back so we can add her to the coverage, okay?

Speaker speaker\_2: No problem.

Speaker speaker\_1: Awesome. Other than that, Dwight, is there anything else I can help you out with today?

Speaker speaker\_2: No, you've been extremely helpful and I want to say I appreciate it and thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.