

Transcript: Justin

Mills-5033216154058752-4803843257843712

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, um, for the family package, for insurance, is it, like... Does that include all of us? Like, 'cause I got five kids, myself and my husband. Um, yes, as long as the dependents are under the age of 26, they can be added to the coverage for employee plus family. So, the cost is gonna be \$1,459? Uh, what's the staffing agency you work for? Uh, Associating Staffing. And what plan were you looking at? Well, what's, what's a good plan that you guys recommend? Um, well, us at Benefits in a Card, we're not insurance agents, so we're not allowed to give recommendations. However, we do know that the Stay Healthy MEC TeleRx covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the VIP Choice, that covers hospitals, doctors, and medications. I like that one. Okay. Um, so for employee plus family, for the VIP Choice would be \$40.37 per week. Okay. Okay, did you want to be enrolled into that one? Yeah. Okay, so Associated Staffing. What's the last four of your social? 7586. And your first and last name? Jennifer Jaquez. And for security purposes, can you verify your home address, including city, state and zip code, Jennifer? Uh, 321 Cardinal Drive, Grand Island, Nebraska, zip code 68803. Date of birth's July 16 '84. And a good telephone number I have is 308-227-6114. Correct. And the email I have is jenniferjaquez.1994 at Gmail? Yes. Okay, so the VIP Choice for employee plus family. Anything else? Um, that should be it. Okay, so doing that one for employee plus family would make your total deductions \$40.37 per week. We authorize Associated Staffing to make that deduction for you. Okay. All right. I'm gonna go ahead and save that and then add your dependents down real quick. And what's your spouse's first name? Julio Orellana. Can you spell that for me? J-U-L-I-O. And then Orellana, O-R-E-L-L-A-N-A. So, was Orellana his last name? Julio's his first name. Okay. So Julio's the first name, so what would... So Ori... So the O-R-E-L-L-A, w- what was that, a middle name or still part of the first name? The O-R-E-L-L-A-N-A, that's his last name. Last name? Okay. Let's see here. And do you have a social by any chance? Uh, no, I hand... Am I gonna need the Social Security for everybody? Correct. Um, so I can put in, uh, put in zeros as a placeholder for all of them. Mm-hmm. Um, but when you do have their socials, just give us a call back so we can add them to the coverage. Um- Uh- ... when was Julio's date of birth? It's June 6th, 2001. 2001? June, June 9th, actually. June 9th- June 9th. ... 2001. One, okay. And then the first child? Angeles Jaquez. It's Angeles Ja... I don't know. Do you guys need second names? Um, so whatever you call the child, that's what I need to put down. Angeles. Uh, Angeles Jaquez. Will you spell it for me? A-N-G-E-L-E-S Jaquez. J-A-Q-U-E-Z. Q-E-Z. Okay. Same with the social, all zeros for now. And what's her date of birth? November 19th, 2012. And then the next child? Odalis Velazquez. Spell the first name for me. O-D-A-L-I-S Velazquez.

V-E-L-A-Z-Q-U-E-Z. And their date of birth? April 2nd, 2015. And the third child? Jordan Velazquez.... some zeros. And his date of birth? July 30th, 2017. And the fourth child? Yovanny Rodriguez. Spell the first name for me? Y. Y-O-V-A-N-N-Y. Rodriguez, O-R-D-I-G-U-E-Z. And the date of birth? It's October 28, 2019. And then the last child. Ronald Castillo. Castillo. It's Ronald. It's R-O-N-A-L-D Castillo. C-A-S-T-I-L-L-O. And the date of birth? Mm. It's April 12, 2022. Okay. And was that the last child? Uh, yeah. And for myself, I did change my last name, I just didn't, haven't updated it at, through Associated Staffing yet. Okay. And what's the last name? Orellana, also like my husband. Okay. So, I updated that for you in our system, so the insurance carrier should have that whenever you become active. Um, so like said earlier, just whenever you do have everyone's social, just give us a call back so we can add the socials to the coverage. Um, but I do want to let you know that pending enrollments do take one to two weeks to go through, so does, uh... Pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll reduction of the \$40.37 come off your paycheck, coverage begins the Monday we receives that deduction from Associated Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jennifer, is there anything else I can help you out with today? Um, can you t- uh, send it to a different address? I did change... I just moved to a different house. Yeah. Well, go ahead and add in that address then. I just haven't updated that address either. It's 308 West 9th Street in Grand Island, Nebraska. Zip code 68801. 601. And that was Grand Island, Nebraska, correct? Correct. Okay. So, I went ahead and updated that for you. Is there anything else I can help you out with today, Jennifer? Uh, that should be it. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay? Thank you. You, too. Thank you. 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, um, for the family package, for insurance, is it, like... Does that include all of us? Like, 'cause I got five kids, myself and my husband.

Speaker speaker_1: Um, yes, as long as the dependents are under the age of 26, they can be added to the coverage for employee plus family.

Speaker speaker_2: So, the cost is gonna be \$1,459?

Speaker speaker_1: Uh, what's the staffing agency you work for?

Speaker speaker_2: Uh, Associating Staffing.

Speaker speaker_1: And what plan were you looking at?

Speaker speaker_2: Well, what's, what's a good plan that you guys recommend?

Speaker speaker_1: Um, well, us at Benefits in a Card, we're not insurance agents, so we're not allowed to give recommendations. However, we do know that the Stay Healthy MEC TeleRx covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the VIP Choice, that covers hospitals, doctors, and medications.

Speaker speaker_2: I like that one.

Speaker speaker_1: Okay. Um, so for employee plus family, for the VIP Choice would be \$40.37 per week.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, did you want to be enrolled into that one?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so Associated Staffing. What's the last four of your social?

Speaker speaker_2: 7586.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jennifer Jaquez.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Jennifer?

Speaker speaker_2: Uh, 321 Cardinal Drive, Grand Island, Nebraska, zip code 68803. Date of birth's July 16 '84.

Speaker speaker_1: And a good telephone number I have is 308-227-6114.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is jenniferjaquez.1994 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so the VIP Choice for employee plus family. Anything else?

Speaker speaker_2: Um, that should be it.

Speaker speaker_1: Okay, so doing that one for employee plus family would make your total deductions \$40.37 per week. We authorize Associated Staffing to make that deduction for you.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. I'm gonna go ahead and save that and then add your dependents down real quick. And what's your spouse's first name?

Speaker speaker_2: Julio Orellana.

Speaker speaker_1: Can you spell that for me?

Speaker speaker_2: J-U-L-I-O. And then Orellana, O-R-E-L-L-A-N-A.

Speaker speaker_1: So, was Orellana his last name?

Speaker speaker_2: Julio's his first name.

Speaker speaker_1: Okay. So Julio's the first name, so what would... So Ori... So the O-R-E-L-L-A, w- what was that, a middle name or still part of the first name?

Speaker speaker_2: The O-R-E-L-L-A-N-A, that's his last name.

Speaker speaker_1: Last name? Okay. Let's see here. And do you have a social by any chance?

Speaker speaker_2: Uh, no, I hand... Am I gonna need the Social Security for everybody?

Speaker speaker_1: Correct. Um, so I can put in, uh, put in zeros as a placeholder for all of them.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but when you do have their socials, just give us a call back so we can add them to the coverage. Um-

Speaker speaker_2: Uh-

Speaker speaker_1: ... when was Julio's date of birth?

Speaker speaker_2: It's June 6th, 2001.

Speaker speaker_1: 2001?

Speaker speaker_2: June, June 9th, actually. June 9th-

Speaker speaker_1: June 9th.

Speaker speaker_2: ... 2001.

Speaker speaker_1: One, okay. And then the first child?

Speaker speaker_2: Angeles Jaquez. It's Angeles Ja... I don't know. Do you guys need second names?

Speaker speaker_1: Um, so whatever you call the child, that's what I need to put down.

Speaker speaker_2: Angeles. Uh, Angeles Jaquez.

Speaker speaker_1: Will you spell it for me?

Speaker speaker_2: A-N-G-E-L-E-S Jaquez. J-A-Q-U-E-Z.

Speaker speaker_1: Q-E-Z. Okay. Same with the social, all zeros for now. And what's her date of birth?

Speaker speaker_2: November 19th, 2012.

Speaker speaker_1: And then the next child?

Speaker speaker_2: Odalis Velazquez.

Speaker speaker_1: Spell the first name for me.

Speaker speaker_2: O-D-A-L-I-S Velazquez. V-E-L-A-Z-Q-U-E-Z.

Speaker speaker_1: And their date of birth?

Speaker speaker_2: April 2nd, 2015.

Speaker speaker_1: And the third child?

Speaker speaker_2: Jordan Velazquez.

Speaker speaker_1: ... some zeros. And his date of birth?

Speaker speaker_2: July 30th, 2017.

Speaker speaker_1: And the fourth child?

Speaker speaker_2: Yovanny Rodriguez.

Speaker speaker_1: Spell the first name for me?

Speaker speaker_2: Y. Y-O-V-A-N-N-Y. Rodriguez, O-R-D-I-G-U-E-Z.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: It's October 28, 2019.

Speaker speaker_1: And then the last child.

Speaker speaker_2: Ronald Castillo.

Speaker speaker_1: Castillo.

Speaker speaker_2: It's Ronald. It's R-O-N-A-L-D Castillo. C-A-S-T-I-L-L-O.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: Mm. It's April 12, 2022.

Speaker speaker_1: Okay. And was that the last child?

Speaker speaker_2: Uh, yeah. And for myself, I did change my last name, I just didn't, haven't updated it at, through Associated Staffing yet.

Speaker speaker_1: Okay. And what's the last name?

Speaker speaker_2: Orellana, also like my husband.

Speaker speaker_1: Okay. So, I updated that for you in our system, so the insurance carrier should have that whenever you become active. Um, so like said earlier, just whenever you do

have everyone's social, just give us a call back so we can add the socials to the coverage. Um, but I do want to let you know that pending enrollments do take one to two weeks to go through, so does, uh... Pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll reduction of the \$40.37 come off your paycheck, coverage begins the Monday we receives that deduction from Associated Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jennifer, is there anything else I can help you out with today?

Speaker speaker_2: Um, can you t- uh, send it to a different address? I did change... I just moved to a different house.

Speaker speaker_1: Yeah. Well, go ahead and add in that address then.

Speaker speaker_2: I just haven't updated that address either. It's 308 West 9th Street in Grand Island, Nebraska. Zip code 68801.

Speaker speaker_1: 601. And that was Grand Island, Nebraska, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So, I went ahead and updated that for you. Is there anything else I can help you out with today, Jennifer?

Speaker speaker_2: Uh, that should be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay?

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.