

## **Transcript: Justin**

**Mills-5036377332432896-6615651638231040**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Uh, hi, sir. I was receiving a text message for open enrollment. I wanted to see if I could add my wife and my son to the plan that I have. Yeah. What's that staffing agency you work for? Uh, SST, Superior Skilled Trades. And the last four of your social? 8253. And what was your first and last name? Uh, Luis Varga. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 2213 Orange Avenue, McAllen, Texas 75001, I believe. And your date of birth? 3/21/96. And a good telephone number you have is 878-3088? Correct. And the email I have is your last name dot your first name23 at gmail? Correct. Okay, so just to confirm, you wanted to switch from employee only to employee plus family coverage? Yes. Okay, so let me go ahead and make that change real quick. Bear with me one second. How much would, how much more would it be? Um, so you have Vision, Dental, the VIP Classic which is a medical plan, Short-Term Disability, Term Life and the MEC standalone which covers preventative services all for employee only, which was \$52.77. However, switching everything... Bear with me. Term Life, Vision, MEC and the VIP Classic, so switching everything to Employee Plus Family Coverage would be \$120.47 per week. Okay. Okay. Do you authorize Superior Skilled Trades Services to make that deduction for you? Yes, sir. Okay, so I'm going to go ahead and save that and add your dependents down real quick. And what's your spouse's first name? Dominique Mendoza. Can you spell that for me? Do- uh, Dominique or Mendoza? Uh, the last name. L-A-N-D-O-Z-A. Okay. And do you have her social? Yes. Give me one second. Okay. Her social is 638-58-9562. And her date of birth? 07/27/97. 07, okay. And then the child. It's gonna be Luis. Or it's gonna be the same as me but the third. The third, okay. And then his date of birth is 12/16/22. And then his social is 665-74-7517. So I went ahead and added Dominic and Luis down to the coverage for you. Awesome. However, I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$120.47 come off your paycheck, coverage begins the Monday we receive that deduction from Superior Skilled Trades. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Luis, is there anything else I can assist you with today? No, sir. That'll be it. Awesome. Well, you have a wonderful day, okay? Thank you, sir. You too. Bye-bye. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hi, sir. I was receiving a text message for open enrollment. I wanted to see if I could add my wife and my son to the plan that I have.

Speaker speaker\_0: Yeah. What's that staffing agency you work for?

Speaker speaker\_1: Uh, SST, Superior Skilled Trades.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 8253.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Uh, Luis Varga.

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

Speaker speaker\_1: Uh, 2213 Orange Avenue, McAllen, Texas 75001, I believe.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3/21/96.

Speaker speaker\_0: And a good telephone number you have is 878-3088?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is your last name dot your first name23 at gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so just to confirm, you wanted to switch from employee only to employee plus family coverage?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let me go ahead and make that change real quick. Bear with me one second.

Speaker speaker\_1: How much would, how much more would it be?

Speaker speaker\_0: Um, so you have Vision, Dental, the VIP Classic which is a medical plan, Short-Term Disability, Term Life and the MEC standalone which covers preventative services all for employee only, which was \$52.77. However, switching everything... Bear with me. Term Life, Vision, MEC and the VIP Classic, so switching everything to Employee Plus Family Coverage would be \$120.47 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Do you authorize Superior Skilled Trades Services to make that deduction for you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so I'm going to go ahead and save that and add your dependents down real quick. And what's your spouse's first name?

Speaker speaker\_1: Dominique Mendoza.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: Do- uh, Dominique or Mendoza?

Speaker speaker\_0: Uh, the last name.

Speaker speaker\_1: L-A-N-D-O-Z-A.

Speaker speaker\_0: Okay. And do you have her social?

Speaker speaker\_1: Yes. Give me one second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Her social is 638-58-9562.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: 07/27/97.

Speaker speaker\_0: 07, okay. And then the child.

Speaker speaker\_1: It's gonna be Luis. Or it's gonna be the same as me but the third.

Speaker speaker\_0: The third, okay.

Speaker speaker\_1: And then his date of birth is 12/16/22. And then his social is 665-74-7517.

Speaker speaker\_0: So I went ahead and added Dominic and Luis down to the coverage for you.

Speaker speaker\_1: Awesome.

Speaker speaker\_0: However, I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$120.47 come off your paycheck, coverage begins the Monday we receive that deduction from Superior Skilled Trades. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Luis, is there anything else I can assist you with today?

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

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

Speaker speaker\_1: Thank you, sir. You too. Bye-bye.

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