

Transcript: Justin

Mills-5120264079097856-5092119829495808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, uh, this is Robert Brown. I'm giving a call back. I was trying to get in contact with Chris about, uh, a question that he had about my enrollment. Um, yeah, I could possibly assist you with that. What's that staffing agency you work for? TRC. And the last four of your Social? 7454. And what was your first and last name? Robert Brown. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Robert? Uh, 5089 Aberson Villa Circle, 37363- And your date of birth? ... Ooltewah, Tennessee, 12/04/1994. And a good telephone number has 760-7890? Yes. And the email it has is robbertbrownjr23@icloud? Yes, sir. Okay, so let me check and note history and see what's going on. Okay, so I do see there was an outbound call to you regarding a bad form we received from TRC Staffing. You elected benefits for employee plus spouse, however, you forgot your spouse's dependent information, so we were just calling to obtain that to have processed the enrollment. Well, I was trying to actually take my spouse off of the, uh, the m- the, the medical benefits- The MEC Enhanced? Yeah, I was trying to take her off of that and just have her on life insurance, uh, policies. Gotcha. Okay. Did you, did you receive two forms? 'Cause I did, two forms. Um, so we only received a form from November 14th, so yesterday, um, but it does tell me that you put down for employee plus spouse, but I can make that change for you real quick. So let's see here. Okay, I turned in two, 'cause I turned in one today as well. Okay, so let's see here. But just to confirm, you want the MEC Enhanced for employee only and then term life for employee plus spouse, correct? Yes, and then the, uh, the Free Rx, I wanted to add it, and I also wanted to add, uh, accidental and, uh, there was another one that I did today. I did, I wanna say life, but I already saved that. Okay. Yeah, I think that's it. Okay, those were for employee only, right? The dental, group accident and Free Rx? Yeah, the, uh, just the Free Rx. Is that prescription? Yes, sir. Uh, insurance? Yes, sir. Okay. Okay, so we have the MEC Enhanced, group accident, dental and Free Rx are employee only, and then term life for employee plus spouse, correct? Yes. Okay, so doing those would make your total deductions \$57.74 a week. I did authorize TRC Staffing to make that deduction for you. Yes. Okay, so I'm gonna go ahead and save that, and let me add your spouse's information down for the term life. Uh, what's your spouse's first name? Her? Uh, Trinity. Okay. And her last name's Brown? Yeah. She has another name- And do you happen to know her Social by any chance? Uh, I do not know her Social by heart. Uh, let me see if she's awake. Hey, Trin, what's her Social? 426- 426- ... 83- ... 83- ... 0894. ... 0894. And just to confirm, 426-83-0894? Yes. Okay, and her date of birth? Uh, June 6th, 1997. Okay. Save that. And did you want Trinity as the beneficiary as well? Yes, sir. So I do wanna let you know that this pending enrollment will take one to three weeks to go through, and whenever you witness your first payroll deduction of the \$57.74 come off your paycheck,

coverage begins the Monday we receive that deduction from TRC Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today, Robert? Uh, yeah, TRC told me that it'll be about four weeks. I haven't started yet. And they told me, uh, around week, week three, uh, I'll see the deduction and then, uh, the following Monday I'll have my, uh, benefits. Correct, give or take. Yes, sir. Okay, that'll be it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay? Thank you, man. Thank you. You're welcome. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, uh, this is Robert Brown. I'm giving a call back. I was trying to get in contact with Chris about, uh, a question that he had about my enrollment.

Speaker speaker_1: Um, yeah, I could possibly assist you with that. What's that staffing agency you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7454.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Robert Brown.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Robert?

Speaker speaker_2: Uh, 5089 Aberson Villa Circle, 37363-

Speaker speaker_1: And your date of birth?

Speaker speaker_2: ... Ooltewah, Tennessee, 12/04/1994.

Speaker speaker_1: And a good telephone number has 760-7890?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email it has is robbertbrownjr23@icloud?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let me check and note history and see what's going on. Okay, so I do see there was an outbound call to you regarding a bad form we received from TRC

Staffing. You elected benefits for employee plus spouse, however, you forgot your spouse's dependent information, so we were just calling to obtain that to have processed the enrollment.

Speaker speaker_2: Well, I was trying to actually take my spouse off of the, uh, the m- the, the medical benefits-

Speaker speaker_1: The MEC Enhanced?

Speaker speaker_2: Yeah, I was trying to take her off of that and just have her on life insurance, uh, policies.

Speaker speaker_1: Gotcha. Okay.

Speaker speaker_2: Did you, did you receive two forms? 'Cause I did, two forms.

Speaker speaker_1: Um, so we only received a form from November 14th, so yesterday, um, but it does tell me that you put down for employee plus spouse, but I can make that change for you real quick. So let's see here.

Speaker speaker_2: Okay, I turned in two, 'cause I turned in one today as well.

Speaker speaker_1: Okay, so let's see here. But just to confirm, you want the MEC Enhanced for employee only and then term life for employee plus spouse, correct?

Speaker speaker_2: Yes, and then the, uh, the Free Rx, I wanted to add it, and I also wanted to add, uh, accidental and, uh, there was another one that I did today. I did, I wanna say life, but I already saved that. Okay. Yeah, I think that's it.

Speaker speaker_1: Okay, those were for employee only, right? The dental, group accident and Free Rx?

Speaker speaker_2: Yeah, the, uh, just the Free Rx. Is that prescription?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, insurance? Yes, sir.

Speaker speaker_1: Okay. Okay, so we have the MEC Enhanced, group accident, dental and Free Rx are employee only, and then term life for employee plus spouse, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so doing those would make your total deductions \$57.74 a week. I did authorize TRC Staffing to make that deduction for you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so I'm gonna go ahead and save that, and let me add your spouse's information down for the term life. Uh, what's your spouse's first name?

Speaker speaker_2: Her? Uh, Trinity.

Speaker speaker_1: Okay. And her last name's Brown?

Speaker speaker_2: Yeah. She has another name-

Speaker speaker_1: And do you happen to know her Social by any chance?

Speaker speaker_2: Uh, I do not know her Social by heart. Uh, let me see if she's awake. Hey, Trin, what's her Social?

Speaker speaker_3: 426-

Speaker speaker_2: 426-

Speaker speaker_3: ... 83-

Speaker speaker_2: ... 83-

Speaker speaker_3: ... 0894.

Speaker speaker_2: ... 0894.

Speaker speaker_1: And just to confirm, 426-83-0894?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and her date of birth?

Speaker speaker_2: Uh, June 6th, 1997.

Speaker speaker_1: Okay. Save that. And did you want Trinity as the beneficiary as well?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So I do wanna let you know that this pending enrollment will take one to three weeks to go through, and whenever you witness your first payroll deduction of the \$57.74 come off your paycheck, coverage begins the Monday we receive that deduction from TRC Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today, Robert?

Speaker speaker_2: Uh, yeah, TRC told me that it'll be about four weeks. I haven't started yet. And they told me, uh, around week, week three, uh, I'll see the deduction and then, uh, the following Monday I'll have my, uh, benefits.

Speaker speaker_1: Correct, give or take. Yes, sir.

Speaker speaker_2: Okay, that'll be it.

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

Speaker speaker_2: Thank you, man. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.