

## Transcript: Justin

**Mills-5133390577319936-6691501633093632**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How are you doing, Justin? My name is Terry Harrison. I was trying to call about some benefits. I work for SST. Okay, so Superior Skilled Trades and last four of your Social? Oh, 1727. You said 1727? Yes, sir. Okay. And what was your first and last name? Terry Harrison. And for s-security purposes, can you verify your home address, including city, state and zip code, Terry? 16765 Con... Um, Bristol Conway, Conroe, Texas, seven... I just moved down to 77302. Yeah, seven- 77302. Hello? And confirm your date of birth for me. 07/08/1968. And a good telephone number have his 504-432-6658? Yes, sir. And the email has his TerryKeithHarrison@gmail.com? Yes, sir. Okay, so looking at the file looks like you have a future request sent for enrollment for vision, dental, the VIP Classic which covers hospitals, doctors and medications, short term disability, term life which is life insurance, and then MEC standalone which covers your preventative health care services. Um, one question, how much is the, um, the lifetime since, I mean, how much is the life, lifetime? Um, so the total premium for term life is \$2.08 per week however, the benefit amount, let me check on that. Let's see. Term life. The benefit amount is 20,000. 20,000? And about the raise, it's... No, 20,000. 20,000. Okay, one more question, sir. What about the 4K enrollment for the 401k too right now? Um, so us at Benefits and a Card we just deal with health insurance. Um, I would reach out to, reach out to Superior Skilled Trades regarding a 401k because we don't offer that here at Benefits and a Card. Okay, so that'll be HR for the benefits, I mean for the 401k, right? Yes, sir. Okay uh, okay. If I want to add most of term life, how much will it be? So there's only one term life benefit which is that \$20,000 benefit. Oh, okay. You have my wife here, Coco Harrison in the Benefits Center? No, I do not. What's her first name? And I'll add her real quick. Who, who you, who you have right now? I didn't have anyone listed as the beneficiary. Well, oh, that's something. I'm sorry about that. Okay, C-O-T-O-A. Sorry about that. You need me? Yeah, C-O-T-O-A you said? Coco. C-O-C-O-A. Apologies. Coco Harrison. Harrison. Okay. Spouse. So I went ahead and added her as a beneficiary for you. Is there anything else I can assist you with Terry? No, you need, you need that add... We have a different address. So you need that address for her to make sure? Um, we just needed her first and last name and the relationship to her. That's all we needed. Okay, no now. No, I'm trying to make sure it's the right... See, excuse me one more time. Just want to make sure because when I call them in case I want to make sure. So I just got to call HR on a 401k. Yes, sir. Because we don't offer 401k here at Benefits and a Card. Okay, that'll be all I'm changing today. Thank you very much. You're welcome. You have a great day, okay? All right, I will, sir. All right, bye-bye.

### Conversation Format

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

Speaker speaker\_1: How are you doing, Justin? My name is Terry Harrison. I was trying to call about some benefits. I work for SST.

Speaker speaker\_0: Okay, so Superior Skilled Trades and last four of your Social?

Speaker speaker\_1: Oh, 1727.

Speaker speaker\_0: You said 1727?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Terry Harrison.

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

Speaker speaker\_1: 16765 Con... Um, Bristol Conway, Conroe, Texas, seven... I just moved down to 77302. Yeah, seven- 77302. Hello?

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

Speaker speaker\_1: 07/08/1968.

Speaker speaker\_0: And a good telephone number have his 504-432-6658?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email has his TerryKeithHarrison@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the file looks like you have a future request sent for enrollment for vision, dental, the VIP Classic which covers hospitals, doctors and medications, short term disability, term life which is life insurance, and then MEC standalone which covers your preventative health care services.

Speaker speaker\_1: Um, one question, how much is the, um, the lifetime since, I mean, how much is the life, lifetime?

Speaker speaker\_0: Um, so the total premium for term life is \$2.08 per week however, the benefit amount, let me check on that. Let's see. Term life. The benefit amount is 20,000.

Speaker speaker\_1: 20,000? And about the raise, it's... No, 20,000. 20,000. Okay, one more question, sir. What about the 4K enrollment for the 401k too right now?

Speaker speaker\_0: Um, so us at Benefits and a Card we just deal with health insurance. Um, I would reach out to, reach out to Superior Skilled Trades regarding a 401k because we don't offer that here at Benefits and a Card.

Speaker speaker\_1: Okay, so that'll be HR for the benefits, I mean for the 401k, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay uh, okay. If I want to add most of term life, how much will it be?

Speaker speaker\_0: So there's only one term life benefit which is that \$20,000 benefit.

Speaker speaker\_1: Oh, okay. You have my wife here, Coco Harrison in the Benefits Center?

Speaker speaker\_0: No, I do not. What's her first name? And I'll add her real quick.

Speaker speaker\_1: Who, who you, who you have right now?

Speaker speaker\_0: I didn't have anyone listed as the beneficiary.

Speaker speaker\_1: Well, oh, that's something. I'm sorry about that. Okay, C-O-T-O-A. Sorry about that. You need me?

Speaker speaker\_0: Yeah, C-O-T-O-A you said?

Speaker speaker\_1: Coco. C-O-C-O-A.

Speaker speaker\_0: Apologies.

Speaker speaker\_1: Coco Harrison.

Speaker speaker\_0: Harrison. Okay. Spouse. So I went ahead and added her as a beneficiary for you. Is there anything else I can assist you with Terry?

Speaker speaker\_1: No, you need, you need that add... We have a different address. So you need that address for her to make sure?

Speaker speaker\_0: Um, we just needed her first and last name and the relationship to her. That's all we needed.

Speaker speaker\_1: Okay, no now. No, I'm trying to make sure it's the right... See, excuse me one more time. Just want to make sure because when I call them in case I want to make sure. So I just got to call HR on a 401k.

Speaker speaker\_0: Yes, sir. Because we don't offer 401k here at Benefits and a Card.

Speaker speaker\_1: Okay, that'll be all I'm changing today. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right, I will, sir.

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