

Transcript: Justin

Mills-5391745688223744-6687959973052416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occurring... This is Justin. How can I help you today? Um, hi. I just got a phone call. I just looked at my phone and I seen where you guys had called. My name's Norma Brooks. I was calling, did they update my insurance with you guys? Uh, let me verify that. What's the staffing agency you work for? Surge. And the last four of your social? 8657. And what was your first and last name again? I'm sorry. Norma Brooks. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Norma? My address is 413 Franklin Avenue, Waverly, Ohio 45690. And confirm your date of birth? October the 19th, 1964. And a good telephone number have a 740-656-2844. Correct. That's what I'm calling you on now. And the email I have is normabetty21@Yahoo! Yep, that's it. Okay. Let me check note history and see what's going on. Bear with me one second. Okay. That's fine. Okay. Uh, so I do see there was an outbound call to regarding that you were eligible, uh, for the insurance to go ahead and process the enrollment for vision, dental and term life. Now, the term life, that means if I die, correct? Uh, it's life insurance, yes. Okay. All right, so let's see here. So dental, vision and term life for employee only. Yeah. Did you want to add anything else or just wanted those three? That's three. That's it. Okay, so doing those three would make your total deduction \$7.39 per week, the authorized search staffing to make the deduction for you. Yes. Okay. And who do you want to put down as your beneficiary for the term life? My daughter, Taylor Betty. Taylor. Okay, let's see here. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness- Okay. ... that first payroll reduction of the \$7.39 come off your paycheck, coverage begins the Monday we receive that deduction from third staffing. Seven to 10 business days later, you'll receive all of our policy and ID card information in the mail. Other than that, Norma, is there anything else I could help you out with today? So, what would be the date that I can use the vision and the dental? Um, now there's not an exact date, uh, because like I said, pending enrollments do take one to two weeks to go through. Um, so I would just be on the lookout- Okay. ... for that \$7 deduction that comes off, because usually once that happens, you usually become active that following Monday. Okay. All right. I'll just call you back in a couple of weeks and you can let me know. How's that? Awesome. Well, is there anything else I could help you out with today, Norma? Nope. Thank you very much. Have a good day. You do the same, okay?

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 Occurring...

Speaker speaker_2: This is Justin. How can I help you today?

Speaker speaker_1: Um, hi. I just got a phone call. I just looked at my phone and I seen where you guys had called. My name's Norma Brooks. I was calling, did they update my insurance with you guys?

Speaker speaker_2: Uh, let me verify that. What's the staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_2: And the last four of your social?

Speaker speaker_1: 8657.

Speaker speaker_2: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Norma Brooks.

Speaker speaker_2: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Norma?

Speaker speaker_1: My address is 413 Franklin Avenue, Waverly, Ohio 45690.

Speaker speaker_2: And confirm your date of birth?

Speaker speaker_1: October the 19th, 1964.

Speaker speaker_2: And a good telephone number have a 740-656-2844.

Speaker speaker_1: Correct. That's what I'm calling you on now.

Speaker speaker_2: And the email I have is normabetty21@Yahoo!

Speaker speaker_1: Yep, that's it.

Speaker speaker_2: Okay. Let me check note history and see what's going on. Bear with me one second.

Speaker speaker_1: Okay.

Speaker speaker_3: That's fine.

Speaker speaker_2: Okay. Uh, so I do see there was an outbound call to regarding that you were eligible, uh, for the insurance to go ahead and process the enrollment for vision, dental and term life.

Speaker speaker_1: Now, the term life, that means if I die, correct?

Speaker speaker_2: Uh, it's life insurance, yes.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, so let's see here. So dental, vision and term life for employee only.

Speaker speaker_1: Yeah.

Speaker speaker_2: Did you want to add anything else or just wanted those three?

Speaker speaker_1: That's three. That's it.

Speaker speaker_2: Okay, so doing those three would make your total deduction \$7.39 per week, the authorized search staffing to make the deduction for you.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: My daughter, Taylor Betty.

Speaker speaker_2: Taylor. Okay, let's see here. So I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_2: Then whenever you witness-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that first payroll reduction of the \$7.39 come off your paycheck, coverage begins the Monday we receive that deduction from third staffing. Seven to 10 business days later, you'll receive all of our policy and ID card information in the mail. Other than that, Norma, is there anything else I could help you out with today?

Speaker speaker_1: So, what would be the date that I can use the vision and the dental?

Speaker speaker_2: Um, now there's not an exact date, uh, because like I said, pending enrollments do take one to two weeks to go through. Um, so I would just be on the lookout-

Speaker speaker_1: Okay.

Speaker speaker_2: ... for that \$7 deduction that comes off, because usually once that happens, you usually become active that following Monday.

Speaker speaker_1: Okay. All right. I'll just call you back in a couple of weeks and you can let me know. How's that?

Speaker speaker_2: Awesome. Well, is there anything else I could help you out with today, Norma?

Speaker speaker_1: Nope. Thank you very much. Have a good day.

Speaker speaker_2: You do the same, okay?