

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hello. How you doing? My name is Desmond Inman. I'm calling to see if I can enroll into dental health and vision insurance. Into medical, dental and vision insurance you said? Yes. Okay. What's the staffing agency you work for? Serge, Troy, Alabama. And the last four of your social? 7261. And what was your first and last name? Desmond Inman. And for security purposes, can you verify your home address, including city, state and zip code, Desmond? Um, 767 South Hope Church Road. The zip code should be 36049 LaVere, Alabama. And your date of birth? January 12, 1995. I think a telephone number you have is 786-436-6341. Yes, sir. And the email I have is julioh360@gmail.com. Yes, sir. Okay, so dental and vision, um, what medical plan... 'Cause Serge Staffing does offer three of them. Um, one of the medical plans is the MEC-TeleRX which covers all of your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$16.80 per week. Then they offer two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53. Okay, I get the one for, um... You can give me the one for \$19. Okay, so the VIP Classic? Yeah, you can give me the, the best one you got. Okay. As well as dental and vision for employee only, correct? Yes, sir. Okay, so just those three or anything else? Um, what else can I get? I just needed those three. Okay. Um, so I do know that Serge offers other things like Free Rx which gives out free or discounted prescription coverage at \$5.99 per week, short-term disability, \$4.61, um, term life which is life insurance, that's \$1.07 per week. Oh. And they offer group accident. Can, can I get that, the life insurance for that? Yeah, I can put you down for... Yeah, I could put you down for that. And then, they offer group accident for \$1.96 and then behavioral health for \$1.50. Mm, mm-mm. Um, can I do, um, the short-term disability? Yeah, I'll put you down for that one. Mm-hmm, and that'd be it for me. Okay, so just to confirm, we have the VIP Classic, dental, short-term disability, term life and vision, all for employee only. Correct? Yes. Okay, so doing all of those, uh, would make your total deduction \$31.53 per week if you authorize Serge Staffing to make the deduction for you. Mm-hmm. Okay, so I'm going to go ahead and save that. And who do you want to put down as your beneficiary for the term life? Um, you can put, mm, you can put my mother. Okay, and her first name? It's Fonda, F-O-N-D-A. Same last name as you? Bixon, B-I-X-O-N. Okay. Add parent. Okay, um, so I do want to 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 \$31.53 come off your paycheck, coverage begins the Monday we receive that deduction from Serge Staffing. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Desmond, is there anything else I could assist

you with today? No, that'd be it. Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day, all right? Okay, you too. Thank you. You're welcome. Bye-bye. 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: Hello. How you doing? My name is Desmond Inman. I'm calling to see if I can enroll into dental health and vision insurance.

Speaker speaker_0: Into medical, dental and vision insurance you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Serge, Troy, Alabama.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7261.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Desmond Inman.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Desmond?

Speaker speaker_1: Um, 767 South Hope Church Road. The zip code should be 36049 LaVere, Alabama.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 12, 1995.

Speaker speaker_0: I think a telephone number you have is 786-436-6341.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is julioh360@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so dental and vision, um, what medical plan... 'Cause Serge Staffing does offer three of them. Um, one of the medical plans is the MEC-TeleRX which covers all of your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$16.80 per week. Then they offer two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication

coverage. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53.

Speaker speaker_1: Okay, I get the one for, um... You can give me the one for \$19.

Speaker speaker_0: Okay, so the VIP Classic?

Speaker speaker_1: Yeah, you can give me the, the best one you got.

Speaker speaker_0: Okay. As well as dental and vision for employee only, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so just those three or anything else?

Speaker speaker_1: Um, what else can I get? I just needed those three.

Speaker speaker_0: Okay. Um, so I do know that Serge offers other things like Free Rx which gives out free or discounted prescription coverage at \$5.99 per week, short-term disability, \$4.61, um, term life which is life insurance, that's \$1.07 per week.

Speaker speaker_1: Oh.

Speaker speaker_0: And they offer group accident.

Speaker speaker_1: Can, can I get that, the life insurance for that?

Speaker speaker_0: Yeah, I can put you down for... Yeah, I could put you down for that. And then, they offer group accident for \$1.96 and then behavioral health for \$1.50.

Speaker speaker_1: Mm, mm-mm. Um, can I do, um, the short-term disability?

Speaker speaker_0: Yeah, I'll put you down for that one.

Speaker speaker_1: Mm-hmm, and that'd be it for me.

Speaker speaker_0: Okay, so just to confirm, we have the VIP Classic, dental, short-term disability, term life and vision, all for employee only. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so doing all of those, uh, would make your total deduction \$31.53 per week if you authorize Serge Staffing to make the deduction for you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so I'm going to go ahead and save that. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Um, you can put, mm, you can put my mother.

Speaker speaker_0: Okay, and her first name?

Speaker speaker_1: It's Fonda, F-O-N-D-A.

Speaker speaker_0: Same last name as you?

Speaker speaker_1: Bixon, B-I-X-O-N.

Speaker speaker_0: Okay. Add parent. Okay, um, so I do want to 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 \$31.53 come off your paycheck, coverage begins the Monday we receive that deduction from Serge Staffing.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Desmond, is there anything else I could assist you with today?

Speaker speaker_1: No, that'd be it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day, all right?

Speaker speaker_1: Okay, you too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.