

## Transcript: Justin

**Mills-5510589448667136-4512247721705472**

### 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. How's it going? Uh, I'm just calling to apply for my, um, insurance th- through Terra Staffing. Okay. So Terra Staffing. What's the last four of your Social? Um, 9064. And what was your first and last name? Corey Whiteside. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Whiteside? Um, yeah. I don't think I gave them. I did gen- general delivery, but, um, um, you want the address right now? Uh, what are the- 'Cause, uh, when I signed up ... .. address to Terra? Yeah. Uh, it was just general delivery of 98444. And confirm your date of birth. 07/06/90. And a good telephone number I have is 253-666-0359? Yes, sir. And the email I have is limefast151 at gmail? Yes, sir. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Um, honestly, um, no. I just got the text message that say I needed, um, I need a... If I wanted to get insurance, I had to do it before the 18th. So, I'm just... I'm kind of new to this, so I, I, I just really called to see what, what do I need to do or anything. Totally understand. Um, so I do know that Terra Staffing, they do offer three medical plans. Um, one of the medical plans just covers preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are, like, things like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. For employee only, that medical plan would be \$17.96. And they have two other medical plans, the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the Standard and the Plus is how much the insurance carrier pays for things. However, those range from \$17.66 to \$31.61. Um- Okay. ... now, I do know that Terra Staffing does offer other things like dental; short-term, disability; term life, which is life insurance; vision; group accident; and behavioral health. Okay. Uh, so, uh, wha- whate- whichever ones I can get on, probably, like, um, like the more better ones. So I can, like, um... Whatever, whatever the better ones they're offering, um, I'll, I'll, I'd like to grab. Okay. So you want to be put down for the VIP plus? Yes, sir. Okay. So just medical with anything else, or...? Um, yeah. Um, z- that includes medical, dental and then, um... I, I've n- I've never really had insurance before, so I, I don't know, um, what it all entails. Uh, I'm just trying to... Whatever I could pay for, get, like, get the best of it through this. Totally understand. Um, so let's see. So running medical, that medical, dental and vision, for those three, would be \$40.72. However, if we got everything that was offered through Terra Staffing for employee only, um, let's see. It'd be... Wait, give me one second. It'd be \$66.71. Okay. Um, that, that's good. Um, I can do with that one. Okay. So you wanted to get everything offered through Terra? Yes, sir. Okay. Let's see here. So doing all of those would make your total deduction \$66.71 a week. Do you authorize Terra Staffing to make the deduction for you? Um, yes, sir. Okay. And who do you want to put

down as your beneficiary for the term life? Um, uh, Renee Barrow. Renee Barrow. Spell Barrow for me. Um, hold on. Well, I g- I was gonna confuse... I think it's, it's like a B-A-R-R-O-W. Sound- sounds kind of correct, but I, I think, I think there's something ... what I... Hey. Oh, one more second. Sorry. Okay. B-A-R-R-O-W. B-A-R-R-W, okay. And the relationship? Um, that's my mom. It's, um, it's B-A-R, um, O-W. Um, two Rs. O-W. R-O... Okay. Yeah. And that's your mother? Yeah. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness that first payroll deduction of the \$66.71 come off your paycheck, coverage begins the Monday we receive that deduction from Terra Staffing. Seven to 10 business- Okay. ... days later, you'll receive all of your policy and ID card information in the mail. However, Corey- Okay. ... is there anything else I can help you out with today? Yeah. Um, I'm gonna give you my, my new address, 'cause, um, the general delivery, it's, like, six miles from me and, um, I walk... You know, I walk to stuff so I'm just gonna give you my new address. So 1- Okay. A new address? Uh, one second. Let me, let me find this paper and put... Here. It is, um, 15101 15th, 9-8-3-8 7. Uh, what was the city and state one more time? Uh, it was Spanaway, Washington, 9-8-3-8 7. Yeah. So just to confirm, 15101 15th Street, Spanaway, Washington, 9-8-3-8 7? Um, no. 15th Ave, uh, Second Avenue. My apologies. Yeah, the phone was kind of breaking in and out, so that's why I... Oh yeah, yeah. I, I, yeah, I stay by the military base, so I, I have that thing over here. No worries. Um, so it was Second Avenue? Um, I'm just gonna re-read it back to you one more time. 15101 15th Ave South. 15th Avenue South. Okay. South. Spanaway, Washington, 98387. Correct? Correct. Okay. Um, so I went ahead and updated that for you, so you should be receiving the physical ID cards at that, uh, mailing address. But is there anything else I can help you out with today, Tory? Uh, no, you helped me out

## 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. How's it going? Uh, I'm just calling to apply for my, um, insurance th- through Terra Staffing.

Speaker speaker\_1: Okay. So Terra Staffing. What's the last four of your Social?

Speaker speaker\_2: Um, 9064.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Corey Whiteside.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Whiteside?

Speaker speaker\_2: Um, yeah. I don't think I gave them. I did gen- general delivery, but, um, um, you want the address right now?

Speaker speaker\_1: Uh, what are the-

Speaker speaker\_2: 'Cause, uh, when I signed up ...

Speaker speaker\_1: ... address to Terra?

Speaker speaker\_2: Yeah. Uh, it was just general delivery of 98444.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 07/06/'90.

Speaker speaker\_1: And a good telephone number I have is 253-666-0359?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is limefast151 at gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_2: Um, honestly, um, no. I just got the text message that say I needed, um, I need a... If I wanted to get insurance, I had to do it before the 18th. So, I'm just... I'm kind of new to this, so I, I, I just really called to see what, what do I need to do or anything.

Speaker speaker\_1: Totally understand. Um, so I do know that Terra Staffing, they do offer three medical plans. Um, one of the medical plans just covers preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are, like, things like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. For employee only, that medical plan would be \$17.96. And they have two other medical plans, the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the Standard and the Plus is how much the insurance carrier pays for things. However, those range from \$17.66 to \$31.61. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... now, I do know that Terra Staffing does offer other things like dental; short-term, disability; term life, which is life insurance; vision; group accident; and behavioral health.

Speaker speaker\_2: Okay. Uh, so, uh, wha- whate- whichever ones I can get on, probably, like, um, like the more better ones. So I can, like, um... Whatever, whatever the better ones they're offering, um, I'll, I'll, I'd like to grab.

Speaker speaker\_1: Okay. So you want to be put down for the VIP plus?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So just medical with anything else, or...?

Speaker speaker\_2: Um, yeah. Um, z- that includes medical, dental and then, um... I, I've n- I've never really had insurance before, so I, I don't know, um, what it all entails. Uh, I'm just trying to... Whatever I could pay for, get, like, get the best of it through this.

Speaker speaker\_1: Totally understand. Um, so let's see. So running medical, that medical, dental and vision, for those three, would be \$40.72. However, if we got everything that was offered through Terra Staffing for employee only, um, let's see. It'd be... Wait, give me one second. It'd be \$66.71.

Speaker speaker\_2: Okay. Um, that, that's good. Um, I can do with that one.

Speaker speaker\_1: Okay. So you wanted to get everything offered through Terra?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Let's see here. So doing all of those would make your total deduction \$66.71 a week. Do you authorize Terra Staffing to make the deduction for you?

Speaker speaker\_2: Um, yes, sir.

Speaker speaker\_1: Okay. And who do you want to put down as your beneficiary for the term life?

Speaker speaker\_2: Um, uh, Renee Barrow.

Speaker speaker\_1: Renee Barrow. Spell Barrow for me.

Speaker speaker\_2: Um, hold on. Well, I g- I was gonna confuse... I think it's, it's like a B-A-R-R-O-W. Sound- sounds kind of correct, but I, I think, I think there's something ... what I...

Speaker speaker\_1: Hey.

Speaker speaker\_2: Oh, one more second. Sorry.

Speaker speaker\_1: Okay.

Speaker speaker\_2: B-A-R-R-O-W.

Speaker speaker\_1: B-A-R-R-W, okay. And the relationship?

Speaker speaker\_2: Um, that's my mom. It's, um, it's B-A-R, um, O-W. Um, two Rs. O-W.

Speaker speaker\_1: R-O... Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And that's your mother?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness that first payroll deduction of the \$66.71 come off your paycheck, coverage begins the Monday we receive that

deduction from Terra Staffing. Seven to 10 business-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... days later, you'll receive all of your policy and ID card information in the mail. However, Corey-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is there anything else I can help you out with today?

Speaker speaker\_2: Yeah. Um, I'm gonna give you my, my new address, 'cause, um, the general delivery, it's, like, six miles from me and, um, I walk... You know, I walk to stuff so I'm just gonna give you my new address. So 1-

Speaker speaker\_1: Okay. A new address?

Speaker speaker\_2: Uh, one second. Let me, let me find this paper and put... Here. It is, um, 15101 15th, 9-8-3-8 7.

Speaker speaker\_1: Uh, what was the city and state one more time?

Speaker speaker\_2: Uh, it was Spanaway, Washington, 9-8-3-8 7. Yeah.

Speaker speaker\_1: So just to confirm, 15101 15th Street, Spanaway, Washington, 9-8-3-8 7?

Speaker speaker\_2: Um, no. 15th Ave, uh, Second Avenue.

Speaker speaker\_1: My apologies. Yeah, the phone was kind of breaking in and out, so that's why I...

Speaker speaker\_2: Oh yeah, yeah. I, I, yeah, I stay by the military base, so I, I have that thing over here.

Speaker speaker\_1: No worries. Um, so it was Second Avenue?

Speaker speaker\_2: Um, I'm just gonna re- read it back to you one more time. 15101 15th Ave South.

Speaker speaker\_1: 15th Avenue South. Okay. South. Spanaway, Washington, 98387. Correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, so I went ahead and updated that for you, so you should be receiving the physical ID cards at that, uh, mailing address. But is there anything else I can help you out with today, Tory?

Speaker speaker\_2: Uh, no, you helped me out