

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Your Card, this is Justin. How can I help you today? Uh, yes, sir. Uh, my name is Richard Calderon. Um, I have the Benefits and the Card, and my question is, do I have a... just a single, or do I have a family plan? Um, let me check on that for you. What's that staffing agency you work for? Uh, Priority Personnel. And the last four of your social? 7868. And for security purposes, could you verify your home address, including city, state and ZIP code, Richard? Uh, 4210 40, 4210 Texas State Highway 123, San Marcos, Texas 78266. My birthdate is 12/01/1974. And a good telephone number have is 469-404-6404. Yes, sir. Correct, yes, sir. Uh-huh. And the email I have is richc803@gmail? Yes. Yes, sir. Correct. Okay, so looking at the file, I'm seeing employee-only coverage. Just employee coverage? Yes, sir. Employee only. Is there any way I can change it to employee and spouse? Because I think that's the way I filled out that form, and I've already got the paperwork just saying... And then my wife was saying, "Oh, it's s- only for you." Like, no, I did both of us. Yeah. So- So I do see where you did submit that, uh, enrollment form dated April 2nd, however, you submitted it for employee plus spouse, but you forgot to list dependent information. Um, we did- Oh, wow. Okay. ... make an effort to try to obtain the dependent information, however, it was unsuccessful- Uh-huh. ... so you're enrolled into employee only. Um, as of right now, you are still eligible, so I can add your spouse to the coverage if need be. Okay. W- do you need anything... 'cause I don't know her Social Security number or anything, like... Uh, so we would need her social and her date of birth. Uh, her date of birth is... well, tomorrow's her birthday, so let's see if I can get her. Hold on. Give me one second. L- let me text her real quick. Uh... So y- do you know how long it will take to get her into the plan? Um, sir, if you made these changes today, pending enrollments do take one to two weeks to go through. Oh, she won't like this one. Uh... Just give me one second. I'll just wait for her to respond back. Well, I can give you- So- ... her, her social number. So you're- Can I give her... Can I give you the, the person name? Yeah, give me one second. Um, so for employee-only coverage, your c- current deductions right now was \$28.23. However- Right. ... switching everything to employee plus spouse would make your new total deductions, let's see here, \$52.23 per- Okay. Do you authorize Hamilton Riker or Priority Personnel to make that deduction for you? Uh, yes, sir. Okay. So I'm going to save that and add your dependent- Yeah, they never told me anything about it. They never told me anything about it that I forgot, uh, about lifting the spouse. Okay. And what's her first name? Uh, Rose. And what's her date of birth? Um, tomorrow, the 8th, uh, 1973. May 8th, 1973. Okay. And then the social, whenever you have it? I- it's 445890303. And just to confirm, 445890303? Yes, sir. Correct. Okay. So like I said earlier, how this pending enrollment process works, it will take one to two weeks to go through. And then whenever you- Okay. ... witness that first payroll reduction of the \$52.23 come off your paycheck, that's how you know your spouse was added to the

coverage. However- Okay. ... coverage begins that following Monday. Um, 7 to 10 business days later, you'll receive new physical ID cards, uh, in the mail. But other than that, is there anything else I can assist you with today, Richard? No, you're... Well- Awe. Um, will you, will you have a wonderful day? Yeah. In fact, I tried that yesterday. Yeah, you too. Thank you very much. You're welcome. Bye-bye. Uh, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Your Card, this is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, sir. Uh, my name is Richard Calderon. Um, I have the Benefits and the Card, and my question is, do I have a... just a single, or do I have a family plan?

Speaker speaker_0: Um, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Uh, Priority Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7868.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and ZIP code, Richard?

Speaker speaker_1: Uh, 4210 40, 4210 Texas State Highway 123, San Marcos, Texas 78266. My birthdate is 12/01/1974.

Speaker speaker_0: And a good telephone number have is 469-404-6404.

Speaker speaker_1: Yes, sir. Correct, yes, sir. Uh-huh.

Speaker speaker_0: And the email I have is richc803@gmail?

Speaker speaker_1: Yes. Yes, sir. Correct.

Speaker speaker_0: Okay, so looking at the file, I'm seeing employee-only coverage.

Speaker speaker_1: Just employee coverage?

Speaker speaker_0: Yes, sir. Employee only.

Speaker speaker_1: Is there any way I can change it to employee and spouse? Because I think that's the way I filled out that form, and I've already got the paperwork just saying... And then my wife was saying, "Oh, it's s- only for you." Like, no, I did both of us.

Speaker speaker_0: Yeah.

Speaker speaker_1: So-

Speaker speaker_0: So I do see where you did submit that, uh, enrollment form dated April 2nd, however, you submitted it for employee plus spouse, but you forgot to list dependent information. Um, we did-

Speaker speaker_1: Oh, wow. Okay.

Speaker speaker_0: ... make an effort to try to obtain the dependent information, however, it was unsuccessful-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... so you're enrolled into employee only. Um, as of right now, you are still eligible, so I can add your spouse to the coverage if need be.

Speaker speaker_1: Okay. W- do you need anything... 'cause I don't know her Social Security number or anything, like...

Speaker speaker_0: Uh, so we would need her social and her date of birth.

Speaker speaker_1: Uh, her date of birth is... well, tomorrow's her birthday, so let's see if I can get her. Hold on. Give me one second. L- let me text her real quick. Uh... So y- do you know how long it will take to get her into the plan?

Speaker speaker_0: Um, sir, if you made these changes today, pending enrollments do take one to two weeks to go through.

Speaker speaker_1: Oh, she won't like this one. Uh... Just give me one second. I'll just wait for her to respond back. Well, I can give you-

Speaker speaker_0: So-

Speaker speaker_1: ... her, her social number.

Speaker speaker_0: So you're-

Speaker speaker_1: Can I give her... Can I give you the, the person name?

Speaker speaker_0: Yeah, give me one second. Um, so for employee-only coverage, your c-current deductions right now was \$28.23. However-

Speaker speaker_1: Right.

Speaker speaker_0: ... switching everything to employee plus spouse would make your new total deductions, let's see here, \$52.23 per-

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize Hamilton Riker or Priority Personnel to make that deduction for you?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: Okay. So I'm going to save that and add your dependent-

Speaker speaker_1: Yeah, they never told me anything about it. They never told me anything about it that I forgot, uh, about lifting the spouse.

Speaker speaker_0: Okay. And what's her first name?

Speaker speaker_1: Uh, Rose.

Speaker speaker_0: And what's her date of birth?

Speaker speaker_1: Um, tomorrow, the 8th, uh, 1973. May 8th, 1973.

Speaker speaker_0: Okay. And then the social, whenever you have it?

Speaker speaker_1: I- it's 445890303.

Speaker speaker_0: And just to confirm, 445890303?

Speaker speaker_1: Yes, sir. Correct.

Speaker speaker_0: Okay. So like I said earlier, how this pending enrollment process works, it will take one to two weeks to go through. And then whenever you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... witness that first payroll reduction of the \$52.23 come off your paycheck, that's how you know your spouse was added to the coverage. However-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coverage begins that following Monday. Um, 7 to 10 business days later, you'll receive new physical ID cards, uh, in the mail. But other than that, is there anything else I can assist you with today, Richard?

Speaker speaker_1: No, you're... Well-

Speaker speaker_0: Awe. Um, will you, will you have a wonderful day?

Speaker speaker_1: Yeah. In fact, I tried that yesterday. Yeah, you too. Thank you very much.

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

Speaker speaker_1: Uh, bye-bye.