

## **Transcript: Justin**

**Mills-6082314461560832-5775396098588672**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi there, Justin. Um, I just opened up an, a, account with y'all through my work, and I was hoping to get, like, the policy number and everything from you guys. Yeah. Let me check on that for you. What's that staffing agency you work for? I work for DTC. Focus. And the last four of your Social? Uh, 41... or sorry, 4014. And what was your first and last name? Um, my name's Gabriel Avalos. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Gabriel? Yeah. It's 26 Wing Drive in Parsons, Kansas. Uh, 67357 I believe is the zip code. And your date of birth? Uh, 12/11/1998. And a good telephone number have as 417-766-0222? Uh, no. That's my old one. I've switched over to this current one. Which is? Uh, give me just a moment. I'm sorry. No worries. Um... I apologize. I'm still trying to find it in, like, my settings. No worries. Is it, the caller- is the number you're calling from the 417-306-4590? Uh, yes, sir. Okay. I'll go ahead and update that. Thank you. Uh, I appreciate it. No worries. And the email I have is ya- avalos.gabe98 at gmail? Uh, yes, sir. Okay. So let's see here. So looking at the file, looks like you're in a pending enrollment process for the dental term life vision, behavioral health and the MEC TeleRX for employee only. Um, did you... wanted to... you wanted to add your spouse to the coverage? Is that correct? Uh, yes. Okay. So I see where you were enrolled into... or you submitted for employee plus spouse, but you forgot dependent information, so they just enrolled you into employee only. But let me make that change for you real quick. Okay, thank you. You're welcome. Let's see here. So dental term life vision, behavioral health. Okay. Dental term life vision. MEC and behavioral health. Okay. So doing the dental term life vision, the tel- MEC TeleRX, which is your medical plan, and behavioral health all for employee plus spouse would make your total deductions \$35.66 a week. Do you authorize Focus to make that deduction for you, or DTC? Uh, when does that kick in? Like immediately after the phone call, or would I have to wait a few days? Um, so pending enrollments take one to two weeks to go through. Um- Oh, God. There's that. Okay. Um, I might have to get back to you on that, actually. Okay. Um, so did you want to f- go ahead and cancel the c- pending enrollment? Uh, yes. All right. So let's see here. So I'll go ahead and cancel that pending enrollment for you. But is there anything else I can assist you with today, Gabriel? Uh, no, I believe that's it. Thank you. Awesome. You're welcome. You have a great day, okay? You too. 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: Hi there, Justin. Um, I just opened up an, a, account with y'all through my work, and I was hoping to get, like, the policy number and everything from you guys.

Speaker speaker\_0: Yeah. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: I work for DTC.

Speaker speaker\_0: Focus. And the last four of your Social?

Speaker speaker\_1: Uh, 41... or sorry, 4014.

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

Speaker speaker\_1: Um, my name's Gabriel Avalos.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Gabriel?

Speaker speaker\_1: Yeah. It's 26 Wing Drive in Parsons, Kansas. Uh, 67357 I believe is the zip code.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, 12/11/1998.

Speaker speaker\_0: And a good telephone number have as 417-766-0222?

Speaker speaker\_1: Uh, no. That's my old one. I've switched over to this current one.

Speaker speaker\_0: Which is?

Speaker speaker\_1: Uh, give me just a moment. I'm sorry.

Speaker speaker\_0: No worries.

Speaker speaker\_1: Um... I apologize. I'm still trying to find it in, like, my settings.

Speaker speaker\_0: No worries. Is it, the caller- is the number you're calling from the 417-306-4590?

Speaker speaker\_1: Uh, yes, sir.

Speaker speaker\_0: Okay. I'll go ahead and update that.

Speaker speaker\_1: Thank you. Uh, I appreciate it.

Speaker speaker\_0: No worries. And the email I have is ya- avalos.gabe98 at gmail?

Speaker speaker\_1: Uh, yes, sir.

Speaker speaker\_0: Okay. So let's see here. So looking at the file, looks like you're in a pending enrollment process for the dental term life vision, behavioral health and the MEC TeleRX for employee only. Um, did you... wanted to... you wanted to add your spouse to the coverage? Is that correct?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. So I see where you were enrolled into... or you submitted for employee plus spouse, but you forgot dependent information, so they just enrolled you into employee only. But let me make that change for you real quick.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Let's see here. So dental term life vision, behavioral health. Okay. Dental term life vision. MEC and behavioral health. Okay. So doing the dental term life vision, the tel- MEC TeleRX, which is your medical plan, and behavioral health all for employee plus spouse would make your total deductions \$35.66 a week. Do you authorize Focus to make that deduction for you, or DTC?

Speaker speaker\_1: Uh, when does that kick in? Like immediately after the phone call, or would I have to wait a few days?

Speaker speaker\_0: Um, so pending enrollments take one to two weeks to go through. Um-

Speaker speaker\_1: Oh, God.

Speaker speaker\_0: There's that.

Speaker speaker\_1: Okay. Um, I might have to get back to you on that, actually.

Speaker speaker\_0: Okay. Um, so did you want to f- go ahead and cancel the c- pending enrollment?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: All right. So let's see here. So I'll go ahead and cancel that pending enrollment for you. But is there anything else I can assist you with today, Gabriel?

Speaker speaker\_1: Uh, no, I believe that's it. Thank you.

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

Speaker speaker\_1: You too. Bye.