

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi, yes. I want to enroll in the, uh, benefits for, like, my prescription. Okay. What's the staffing agency you work for? Lingo Staffing. And the last four of your social? 0372. And your first and last name? Crystal Johnson. And for security purposes, could you verify your home address, including city, state and zip code, Crystal? Yes. 16329 Edgemere Drive, Pflugerville, Texas 78660. And your date of birth? February 13th, 1971. And a good telephone number have is 512-939-1716. Yes. And do you have a good email by any chance? It's cjohnson0242@gmail.com. Gmail, okay. So let's see here. Let's see. So which medical plan you wanted to be enrolled into? I'm sorry. Uh, I'm sorry, what was that again? I stated what medical plan you wanted to be enrolled into? Um, just the one for, uh, my prescription where I can get my medication. Okay. Um, so let's see here. So I do know the VIP Classic and the Classic Elite both cover hospitals, doctors and medications. Um, the Classic is \$19.98 while the Classic Elite is \$25.48 for employee only. Ho- hold on. Kristen, which card do you have? Do you know for your prescription? Oh, okay. Yeah, I'm on the phone with them now. Okay. How much were you paying when you had it weekly? So, it's 22... shit, I don't know. I didn't have it very long, so I don't know. Okay. Um, I guess, what... Is the Elite better? Um, it's the highest tier that's offered through, uh, Lingo Staffing. And it covers my prescriptions, right? Correct. Covers hospitals, doctors and medications, yes. Okay. Uh, let me go ahead and do that one. Okay. So the Classic Elite, anything else or just that? Just that. Okay. So doing the Classic Elite would make your total deductions \$25.48 per week. Do you authorize Lingo Staffing to make the deduction for you? Yes. Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.48 come off your paycheck, coverage begins the Monday we receive that deduction from Lingo Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Crystal, is there anything else I can assist you with today? That would be all, darling. Awesome. Well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, all right? You too. Thank you so much. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hi, yes. I want to enroll in the, uh, benefits for, like, my prescription.

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

Speaker speaker_1: Lingo Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0372.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Crystal Johnson.

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

Speaker speaker_1: Yes. 16329 Edgemere Drive, Pflugerville, Texas 78660.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: February 13th, 1971.

Speaker speaker_0: And a good telephone number have is 512-939-1716.

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: It's cjohnson0242@gmail.com.

Speaker speaker_0: Gmail, okay. So let's see here. Let's see. So which medical plan you wanted to be enrolled into? I'm sorry.

Speaker speaker_1: Uh, I'm sorry, what was that again?

Speaker speaker_0: I stated what medical plan you wanted to be enrolled into?

Speaker speaker_1: Um, just the one for, uh, my prescription where I can get my medication.

Speaker speaker_0: Okay. Um, so let's see here. So I do know the VIP Classic and the Classic Elite both cover hospitals, doctors and medications. Um, the Classic is \$19.98 while the Classic Elite is \$25.48 for employee only.

Speaker speaker_1: Ho- hold on. Kristen, which card do you have? Do you know for your prescription?

Speaker speaker_2: Oh, okay. Yeah, I'm on the phone with them now. Okay. How much were you paying when you had it weekly?

Speaker speaker_3: So, it's 22... shit, I don't know. I didn't

Speaker speaker_4: have it very long, so I don't know.

Speaker speaker_1: Okay. Um, I guess, what... Is the Elite better?

Speaker speaker_0: Um, it's the highest tier that's offered through, uh, Lingo Staffing.

Speaker speaker_1: And it covers my prescriptions, right?

Speaker speaker_0: Correct. Covers hospitals, doctors and medications, yes.

Speaker speaker_1: Okay. Uh, let me go ahead and do that one.

Speaker speaker_0: Okay. So the Classic Elite, anything else or just that?

Speaker speaker_1: Just that.

Speaker speaker_0: Okay. So doing the Classic Elite would make your total deductions \$25.48 per week. Do you authorize Lingo Staffing to make the deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.48 come off your paycheck, coverage begins the Monday we receive that deduction from Lingo Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Crystal, is there anything else I can assist you with today?

Speaker speaker_1: That would be all, darling.

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

Speaker speaker_1: You too. Thank you so much.

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

Speaker speaker_1: Bye-bye.