

## **Transcript: Justin**

**Mills-6266265526550528-5576378888437760**

### **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? Yes, Justin. This is Monique Hyles calling. I was calling about open enrollment for long-term and short-term disability. Okay. What's the staffing agency you work for? ATC Healthcare. And the last four of your social? 2419. And for security purposes, can you verify the home address, including city, state and zip code, Monique? 509 North Westover Boulevard, Apartment 305. And that's Albany, Georgia 31707. And your date of birth? 07/02/'80. And if your telephone number I have is 229-352-0887. Correct. And the email I have is nikkialexander43@Yahoo? Correct. Okay. Um, so let's see here. So, it looks like ATC doesn't go in open enrollment until December 9th, and lasting until December 24th. December 9th through December 24th. Okay, let me ask you a question. Yes. Okay. Don't... Can you check on my benefits for me? Do I have long-term and short-term? Um, so we only offer short-term disability through ATC Healthcare, and I do see that you do have that. Yes, ma'am. Okay. Let me ask you a question. Can I, um, add anybody on there, like my daughter? Um, so short-term disability, uh, is for employee only. Um. Mm-hmm. But I do see you do have employee plus child coverage for dental, term life, vision and group accidents. Don't I have that critical illness? Uh, yes, as well. Our critical illness is for employee only as well. Oh, okay. So, I can't add nobody on my short term? Correct. Um, do you know any good companies that my daughter can go through with that, um... 'Cause she's pregnant. She's just fitting a child, and she needs something to fall back on when she stop working. And I was just- Uh- ... trying to get her some kind of benefits, you know? I totally understand, but honestly- Because they are offered on her job. I totally understand, but honestly, I don't know. Um, we're just the benefit administrators for ATC Healthcare, and we only deal with their insurance carriers. So, honestly don't know what other insurance carrier has short-term disability as a- Oh. ... plan. Okay. Well, then I'll try to call EPLIT. Is there anything else I could help you out with today, Monique? No, that'll be it. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Justin, I'm sorry. One more question. Yes. You said I got life insurance, right? Uh, term life. Yes, ma'am, I do see that. Is there accidental? Do I have accidental? Um, let's see. Yes, group accidents, uh, so we have group accident, um, term life and vision and dental for employee plus child, and then short-term disability, critical illness for employee only. Okay. All right. I was just making sure. Okay. Well, you have a wonderful day, okay? You too. All right. Bye. Bye-bye.

### **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: Yes, Justin. This is Monique Hyles calling. I was calling about open enrollment for long-term and short-term disability.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: ATC Healthcare.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 2419.

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

Speaker speaker\_2: 509 North Westover Boulevard, Apartment 305. And that's Albany, Georgia 31707.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 07/02/'80.

Speaker speaker\_1: And if your telephone number I have is 229-352-0887.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is nikkialexander43@Yahoo?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, so let's see here. So, it looks like ATC doesn't go in open enrollment until December 9th, and lasting until December 24th.

Speaker speaker\_2: December 9th through December 24th. Okay, let me ask you a question.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Don't... Can you check on my benefits for me? Do I have long-term and short-term?

Speaker speaker\_1: Um, so we only offer short-term disability through ATC Healthcare, and I do see that you do have that. Yes, ma'am.

Speaker speaker\_2: Okay. Let me ask you a question. Can I, um, add anybody on there, like my daughter?

Speaker speaker\_1: Um, so short-term disability, uh, is for employee only. Um.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But I do see you do have employee plus child coverage for dental, term life, vision and group accidents.

Speaker speaker\_2: Don't I have that critical illness?

Speaker speaker\_1: Uh, yes, as well. Our critical illness is for employee only as well.

Speaker speaker\_2: Oh, okay. So, I can't add nobody on my short term?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Um, do you know any good companies that my daughter can go through with that, um... 'Cause she's pregnant. She's just fitting a child, and she needs something to fall back on when she stop working. And I was just-

Speaker speaker\_1: Uh-

Speaker speaker\_2: ... trying to get her some kind of benefits, you know?

Speaker speaker\_1: I totally understand, but honestly-

Speaker speaker\_2: Because they are offered on her job.

Speaker speaker\_1: I totally understand, but honestly, I don't know. Um, we're just the benefit administrators for ATC Healthcare, and we only deal with their insurance carriers. So, honestly don't know what other insurance carrier has short-term disability as a-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... plan.

Speaker speaker\_2: Okay. Well, then I'll try to call EPLIT.

Speaker speaker\_1: Is there anything else I could help you out with today, Monique?

Speaker speaker\_2: No, that'll be it.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_2: Justin, I'm sorry. One more question.

Speaker speaker\_1: Yes.

Speaker speaker\_2: You said I got life insurance, right?

Speaker speaker\_1: Uh, term life. Yes, ma'am, I do see that.

Speaker speaker\_2: Is there accidental? Do I have accidental?

Speaker speaker\_1: Um, let's see. Yes, group accidents, uh, so we have group accident, um, term life and vision and dental for employee plus child, and then short-term disability, critical illness for employee only.

Speaker speaker\_2: Okay. All right. I was just making sure.

Speaker speaker\_1: Okay. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye.

Speaker speaker\_2: Bye-bye.