

Transcript: Justin

Mills-6352502833070080-5143403235688448

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, how you doing, sir? Doing pretty well, and yourself? I'm doing pretty well. Excuse me, sir. Uh, so I was trying to go ahead and elect, uh, some of my benefits, because I know that my employer, or my staffing agency, I believe, is, uh, um, basically connected with you guys. And I was just trying to see, is there a way I can get started today, or at least elect two of them to get enrolled in? Yeah. What's the staffing agency you work for? Uh, Verstella. And the last four of your Social? Uh, 5785. And what was your first and last name? Uh, Jaleel Hall. J-A-L-E-E-L Hall. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jaleel? Yes, sir. Uh, 1240 Summerside Drive, DeSoto, Texas 75115. And your date of birth? January 2nd, 1998. And a good telephone number have is 214-681-5604. Yes, sir. And the email I have is jaleelhall6@gmail? Yes, sir. Okay. And what were your elections? Uh, just, uh, dental and medical. Dental and medical. Yes, sir. Which medical plan? The VIP Standard bundle or the VIP+ bundle? Uh, you said for medical or for dental? For medical. For medical, I'm not even gonna lie, you could do the cheapest one. Er, I'm not gonna say I hardly get sick. 'Cause with NBC TeleRx, that's \$17.96 per week. Okay. And th- that is the cheapest one you got there? That's offered through Verstella, 'cause that just covers preventative healthcare services. Okay. Okay. So that one and dental for employee only, correct? Yes, sir. Yes, sir. Okay. So doing those two would make your total deductions \$21.59 per week if you authorize Verstella to make that deduction for you. Yes, sir. Sure. Um, now I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction, of the \$21.59 come off your paycheck. Coverage begins the Monday we receive that deduction from Verstella. Uh, 7 to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that- Okay. ... is there anything else I could assist you with today? Y- yes, sir. That's exactly what I was about to ask. So you said how long would it be, uh, until I get my card? Like because I used it for a- Uh, seven to ten business days within... After you become active. Okay. And I will be active you said after when again? The Monday following the first payroll deduction. Okay. I should just make sure I pay attention to my, uh, check, base statement or my checks then. Correct. Is there anything else I could help you out with today? No, sir. That'll be all. Awesome. Well, thank you for calling Benefits in a Cart and hope you have a wonderful day, all right? I hope you do the same. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Yes, how you doing, sir?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm doing pretty well. Excuse me, sir. Uh, so I was trying to go ahead and elect, uh, some of my benefits, because I know that my employer, or my staffing agency, I believe, is, uh, um, basically connected with you guys. And I was just trying to see, is there a way I can get started today, or at least elect two of them to get enrolled in?

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

Speaker speaker_1: Uh, Verstellla.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 5785.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Jaleel Hall. J-A-L-E-E-L Hall.

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

Speaker speaker_1: Yes, sir. Uh, 1240 Summerside Drive, DeSoto, Texas 75115.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 2nd, 1998.

Speaker speaker_0: And a good telephone number have is 214-681-5604.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is jaleelhall6@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. And what were your elections?

Speaker speaker_1: Uh, just, uh, dental and medical. Dental and medical. Yes, sir.

Speaker speaker_0: Which medical plan? The VIP Standard bundle or the VIP+ bundle?

Speaker speaker_1: Uh, you said for medical or for dental?

Speaker speaker_0: For medical.

Speaker speaker_1: For medical, I'm not even gonna lie, you could do the cheapest one. Er, I'm not gonna say I hardly get sick.

Speaker speaker_0: 'Cause with NBC TeleRx, that's \$17.96 per week.

Speaker speaker_1: Okay. And th- that is the cheapest one you got there?

Speaker speaker_0: That's offered through Verstella, 'cause that just covers preventative healthcare services.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So that one and dental for employee only, correct?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_0: Okay. So doing those two would make your total deductions \$21.59 per week if you authorize Verstella to make that deduction for you.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Sure. Um, now I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction, of the \$21.59 come off your paycheck. Coverage begins the Monday we receive that deduction from Verstella. Uh, 7 to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is there anything else I could assist you with today?

Speaker speaker_1: Y- yes, sir. That's exactly what I was about to ask. So you said how long would it be, uh, until I get my card? Like because I used it for a-

Speaker speaker_0: Uh, seven to ten business days within... After you become active.

Speaker speaker_1: Okay. And I will be active you said after when again?

Speaker speaker_0: The Monday following the first payroll deduction.

Speaker speaker_1: Okay. I should just make sure I pay attention to my, uh, check, base statement or my checks then.

Speaker speaker_0: Correct. Is there anything else I could help you out with today?

Speaker speaker_1: No, sir. That'll be all.

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

Speaker speaker_1: I hope you do the same. Thank you.

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