

Transcript: Justin

Mills-6360856013225984-4755519443222528

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. So, I just got hired through the resource and I had, um, I had signed up for the Benefits and a Card program, and I had gotten one of your... I think I got the VIP Classic. And I was looking forward to see if I can add like... 'Cause I didn't... When I applied, I don't think it really gave me an option to add any of the, any of the additional benefit options. Okay. So you're wanting to add more benefits? Yeah. At least two more. Okay. So the resource company... What's the last four of your Social? 0308. And your first and last name? Uh, Michael Andre McCoy Rivera. And for security purposes, can you verify your home address, including city, state and ZIP code, Michael? 1108 Salem Valley Road, Winston-Salem, North Carolina 27103. In the apartment there. And can you confirm your date of birth? June 2nd, 2006... I mean '04. And a good telephone number. I have a 743-999-2899? Yes, sir. And the email I have is m.mrivera04icloud? Yeah. Okay. So, let's see here. And what additional benefit options did you want to add? So, I just have the Classic, right? Correct. As of right now. I was looking forward to see if I could add dental and vision. And this is gonna be just for me. Okay. So, just dental and vision. Anything else? What is the 24-hour group accident? If you can... Um, yes. Describe or just point out. Group accident. Yeah. So group accident's the extra benefit coverage, um, to say, for example, you have to go to the em- emergency room. Uh, the insurance carrier will pay an additional \$250 for that visit. Same thing with an, a physician's office, \$50. Emergency dental work, \$50. Um, so it's just pretty much extra coverage for, uh, those services. Okay. Well... Uh, well, I think, I think I'm gonna just stick with those two here now. And I only have, um, a 30-month... I mean, a 30-day timeframe to add or deduct any more, right? Correct. 30 days from your first paycheck. Yes, sir. Okay. Okay. I mean- Um- As... Sorry. So, just to confirm. The VIP Classic, dental and vision for employee only. Anything else, or just those three? Yeah, just those three should be good. Okay. So your current deductions right now, with just the VIP Classic, was \$18.55. However, adding dental and vision to the coverage would make your new total deductions \$23.92 per week. Do you authorize the resource company to make that deduction for you? Uh, yes. Okay. So I'm gonna go ahead and save that. So, 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 \$23.92 come off your paycheck, coverage begins the Monday we receive that deduction from the resource company. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Michael, is there anything else I can assist you with today? No, this should be all. Awesome. Well, you have a wonderful weekend, okay? You as well, man. Thank you. Goodbye. 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: Hey. So, I just got hired through the resource and I had, um, I had signed up for the Benefits and a Card program, and I had gotten one of your... I think I got the VIP Classic. And I was looking forward to see if I can add like... 'Cause I didn't... When I applied, I don't think it really gave me an option to add any of the, any of the additional benefit options.

Speaker speaker_0: Okay. So you're wanting to add more benefits?

Speaker speaker_1: Yeah. At least two more.

Speaker speaker_0: Okay. So the resource company... What's the last four of your Social?

Speaker speaker_1: 0308.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Michael Andre McCoy Rivera.

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

Speaker speaker_1: 1108 Salem Valley Road, Winston-Salem, North Carolina 27103. In the apartment there.

Speaker speaker_0: And can you confirm your date of birth?

Speaker speaker_1: June 2nd, 2006... I mean '04.

Speaker speaker_0: And a good telephone number. I have a 743-999-2899?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is m.mrivera04icloud?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, let's see here. And what additional benefit options did you want to add?

Speaker speaker_1: So, I just have the Classic, right?

Speaker speaker_0: Correct.

Speaker speaker_1: As of right now. I was looking forward to see if I could add dental and vision. And this is gonna be just for me.

Speaker speaker_0: Okay. So, just dental and vision. Anything else?

Speaker speaker_1: What is the 24-hour group accident? If you can...

Speaker speaker_0: Um, yes.

Speaker speaker_1: Describe or just point out.

Speaker speaker_0: Group accident. Yeah. So group accident's the extra benefit coverage, um, to say, for example, you have to go to the em- emergency room. Uh, the insurance carrier will pay an additional \$250 for that visit. Same thing with an, a physician's office, \$50. Emergency dental work, \$50. Um, so it's just pretty much extra coverage for, uh, those services.

Speaker speaker_1: Okay. Well... Uh, well, I think, I think I'm gonna just stick with those two here now. And I only have, um, a 30-month... I mean, a 30-day timeframe to add or deduct any more, right?

Speaker speaker_0: Correct. 30 days from your first paycheck. Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: I mean-

Speaker speaker_0: Um-

Speaker speaker_1: As... Sorry.

Speaker speaker_0: So, just to confirm. The VIP Classic, dental and vision for employee only. Anything else, or just those three?

Speaker speaker_1: Yeah, just those three should be good.

Speaker speaker_0: Okay. So your current deductions right now, with just the VIP Classic, was \$18.55. However, adding dental and vision to the coverage would make your new total deductions \$23.92 per week. Do you authorize the resource company to make that deduction for you?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So I'm gonna go ahead and save that. So, 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 \$23.92 come off your paycheck, coverage begins the Monday we receive that deduction from the resource company. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Michael, is there anything else I can assist you with today?

Speaker speaker_1: No, this should be all.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: You as well, man.

Speaker speaker_0: Thank you. Goodbye.

Speaker speaker_1: Bye.