

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I was recently-ish, um, hired in a contract role and was given a link to log in and sign up for benefits, but it's telling me I can't do it for some reason. Um, I can get you enrolled over the phone. Um, what's that staffing agency you work for? Creative Circle. And the last four of your social? 4401. And what was your first and last name? Casey Jackson. And for security purposes, could you verify your home address, including city, state and zip code, Casey? Yep. 10745 Preston Drive, Indianapolis, Indiana 46236. And your date of birth? September 19, 1973. And a good telephone number I have is 317-908-5934? Yep. And the email I have is casey.jackson@gmail? Yep. Okay. Um, now were you given a benefit guide through Creative Circle? Yep. Okay. Um, did you have any questions regarding the benefits, or, or no? Uh, no. I was just trying to do it last night and filled in all the things, but then it said I wasn't allowed to sign up. Okay. Here, what were your elections? I was trying to choose the Ensure Plus Premier employee only. Okay. The FreeRx employee only. Mm-hmm. And then the dental term life vision employee only. Okay. That's it. Okay. So just to confirm, we have the Ensure Plus Premier, FreeRx, the dental term life vision bundle, all for employee only. Correct? Correct. Okay. So doing all of those would make your total deductions \$49.62 per week. Do you authorize Creative Circle to make the deduction for you? Yes. Okay. I'll go ahead and save that. And who do you want to put down as your beneficiary for the term life? Um, probably my oldest child, Gia, G-I-A Jackson. I see. Okay. I don't need her social or anything, do I, right now? No, just the first and last name and the relationship to them. Okay. Okay. Um, so, so I do want to let you know that this pending enrollment will take one to two weeks to go through, and whenever- Yep. ... you witness your first payroll deduction of the \$49.62 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Casey, is there anything else I could assist you with today? No, that's it. Is there a reason why it wouldn't let me do it online? I thought maybe I accidentally missed the coverage enrollment time. Um, no. Let's see. Now I can have my- It says 30 days. Yeah. So you have 30 days from- Yeah, it says 30 days from the first paycheck, which should still be allowing me to do it, so I was confused. Okay. Well, it's worth it. Yeah. So 30 days from your first paycheck. Um, but yeah, I can reach out to my IT department and see what's going on if need be. No, it's fine. I just wanted to make sure I wasn't past the due date to do it. Okay. Well, is there anything- Okay. Well, it's worth it. ... else I can assist you with today? No. Thank you. That's it. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-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. I was recently-ish, um, hired in a contract role and was given a link to log in and sign up for benefits, but it's telling me I can't do it for some reason.

Speaker speaker_0: Um, I can get you enrolled over the phone. Um, what's that staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4401.

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

Speaker speaker_1: Casey Jackson.

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

Speaker speaker_1: Yep. 10745 Preston Drive, Indianapolis, Indiana 46236.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: September 19, 1973.

Speaker speaker_0: And a good telephone number I have is 317-908-5934?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is casey.jackson@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, now were you given a benefit guide through Creative Circle?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, did you have any questions regarding the benefits, or, or no?

Speaker speaker_1: Uh, no. I was just trying to do it last night and filled in all the things, but then it said I wasn't allowed to sign up.

Speaker speaker_0: Okay. Here, what were your elections?

Speaker speaker_1: I was trying to choose the Ensure Plus Premier employee only.

Speaker speaker_0: Okay.

Speaker speaker_1: The FreeRx employee only.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then the dental term life vision employee only.

Speaker speaker_0: Okay.

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. So just to confirm, we have the Ensure Plus Premier, FreeRx, the dental term life vision bundle, all for employee only. Correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So doing all of those would make your total deductions \$49.62 per week. Do you authorize Creative Circle to make the deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll go ahead and save that. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Um, probably my oldest child, Gia, G-I-A Jackson.

Speaker speaker_0: I see. Okay.

Speaker speaker_1: I don't need her social or anything, do I, right now?

Speaker speaker_0: No, just the first and last name and the relationship to them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, so, so I do want to let you know that this pending enrollment will take one to two weeks to go through, and whenever-

Speaker speaker_1: Yep.

Speaker speaker_0: ... you witness your first payroll deduction of the \$49.62 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Casey, is there anything else I could assist you with today?

Speaker speaker_1: No, that's it. Is there a reason why it wouldn't let me do it online? I thought maybe I accidentally missed the coverage enrollment time.

Speaker speaker_0: Um, no. Let's see. Now I can have my-

Speaker speaker_1: It says 30 days.

Speaker speaker_0: Yeah. So you have 30 days from-

Speaker speaker_1: Yeah, it says 30 days from the first paycheck, which should still be allowing me to do it, so I was confused. Okay. Well, it's worth it.

Speaker speaker_0: Yeah. So 30 days from your first paycheck. Um, but yeah, I can reach out to my IT department and see what's going on if need be.

Speaker speaker_1: No, it's fine. I just wanted to make sure I wasn't past the due date to do it.

Speaker speaker_0: Okay. Well, is there anything-

Speaker speaker_1: Okay. Well, it's worth it.

Speaker speaker_0: ... else I can assist you with today?

Speaker speaker_1: No. Thank you. That's it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.