

Transcript: Pamela

Blanc-4512211562708992-6654066547015680

Full Transcript

Thank you for calling Benefits in a Car. Hey, there. Um, I'd like to enroll in benefits, please. Who do you work for? The Resource. I have the last four digits of the Social. The last four, is that what you're asking? Yes, ma'am. 9323. Your first and last name? Karen Morton. Miss Morton, for security reasons, and just to make sure, we are in the correct file. Can you please verify your complete address and date of birth? 112 Timber Creek Court, Kings, North Carolina, 27021, and my birthdate is 3-21-69. Okay. We have a telephone number on file, 743-999-0220, and your email- Yes. ... is charmainemoreton@yahoo.com. Yes, that's correct. All right. And what would you like to enroll through, ma'am? Um, a few things, but the first one is the VIP Classic- Okay. ... for myself and my spouse. All right. And what else? Um, the Stay Healthy MEC TeleRx for me and my spouse. Okay. Uh, the Short-Term Disability. Okay. Um, the Dental for myself and my spouse. All right. Um, the Term Life and AD&D; for myself and my spouse. All right. And can you confirm which one of these is included in what I've already enrolled in? Is it the Critical Illness with Cancer Benefits or the 24-Hour Group Accident? Let me check that for you. Okay. Let me pull up your benefits then. Uh-uh. I'm choosing the VIP. That's it. The VIP Classic has the Critical Illness. Okay. Um, so I don't need to include that, but then I would like to include the 24-Hour Group Accident for me and my spouse. Okay. And that's it. All right. So let me, um, repeat back to you what, what all you have chosen to make sure I have it correct. The VIP Classic for you and your spouse, the Dental for you and your spouse, the Short-Term Disability, which is just for you, um, the Vision for you and your spouse, Accident for you and your spouse, and the Stay Healthy for both of you as well. Um, no, not Vision. I didn't want Vision. I'm sorry about that. All right. So the total will be \$69.21. For paychecks, um, benefits will start the following Monday after you receive the first premium from your... after we receive the first premium from your employer. ID cards take seven to 10 days to arrive after the benefits are active. You, um... Now, we're gonna need your spouse information. May I have his first name? First of all, um, that's not the total that I came up with. Can we just repeat the plans again that I selected? Can I call them back to you? Oh, sure. Okay. Okay. So the Vision... Um, the VIP Classic for myself and my husband, um, the Stay Healthy for me and my husband, the Short-Term Disability for just myself- Mm-hmm. ... the Dental for me and my husband- Uh-huh. ... the 24-Hour, um, Group Accident for me and my husband- Uh-huh. ... and the Term Life for me and my husband. Oh, I, I'm sorry. I'm missing the Term Life. Okay. That's what happened. I put there Life and Vision- Okay. ... instead of the Life- Okay. ... Life Insurance. Yeah. B- Bear with me. Let me fix that. Okay. Uh, yeah. Okay. Um, okay. So I have the VIP, Dental, Short-Term, Life-... your tax and... pay out is 7157. Yes, that's what I got. Okay, perfect. All right. One second. And this is a little slow. Okay, so what's your spouse first name? His first name is Errol, E-r-r-o-l. Okay. And last name? Morton. M as in Mary. O-r-t-o-n. Date of birth? 10-24-67. By any chance you have

his Social? Um, I can, he's in the next room. Let me run and get it. No problem. Okay. It's 230-
Hmm. ... 11... Sorry, give me... Hold on. Okay. Two, two... Thr- okay, 230- 115514. ... 51514.
All right, so that... Now, for your beneficiary, who do you want to name? I'd like to name him.
Okay. So now, um, when the benefits starts and you receive your information in the mail, you
will have to call the carrier, um, and select, and let them know who you want to be the
beneficiary on his side. Because we not a- Okay. We can't do it on our end, so you have to do
it through the, the carrier. All right? Okay. We'll do that. Okay. Is there anything else I could do
for you ma'am? Um, just to verify, you said the coverage would be in effect tomorrow? No.
The following Monday after we receive- Oh, okay. ... the first premium from your employer.
Then, um, let's see what the system, the average time that it's giving me. So if we receive the
premium on time from your employer, your benefits most likely will be active on the 10th. I can
not- Okay. ... assure you that that will be the exact date until we receive the premium. But if-
Okay. ... as soon as we see the premium in your payroll the following Monday, the benefits
should be active. Gotcha. Okay. Now, if you need to use your benefits before the ID cards
arrive, you could give us a call on that week and if the ID cards are generated in our system,
we could send you a temporary one to you email. Okay. Does that include, um, getting
prescriptions filled? Yes, ma'am. Okay. All right? All right. Well, I appreciate your help. All
right. Anything else I can do for you today? Uh, not today. Thank you so much. All right. And if
you have, um... You still have until today. We close at 8:00 Eastern Time. If by any chance
you want to make any changes, you have, you still have the rest of the day to do so. Okay.
Sounds good. All right. Thank you. Have a great rest of the day. Thank you. You too, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car.

Speaker speaker_1: Hey, there. Um, I'd like to enroll in benefits, please.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: The Resource.

Speaker speaker_0: I have the last four digits of the Social.

Speaker speaker_1: The last four, is that what you're asking?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 9323.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Karen Morton.

Speaker speaker_0: Miss Morton, for security reasons, and just to make sure, we are in the
correct file. Can you please verify your complete address and date of birth?

Speaker speaker_1: 112 Timber Creek Court, Kings, North Carolina, 27021, and my birthdate is 3-21-69.

Speaker speaker_0: Okay. We have a telephone number on file, 743-999-0220, and your email-

Speaker speaker_1: Yes.

Speaker speaker_0: ... is charmainemoreton@yahoo.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: All right. And what would you like to enroll through, ma'am?

Speaker speaker_1: Um, a few things, but the first one is the VIP Classic-

Speaker speaker_0: Okay.

Speaker speaker_1: ... for myself and my spouse.

Speaker speaker_0: All right. And what else?

Speaker speaker_1: Um, the Stay Healthy MEC TeleRx for me and my spouse.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, the Short-Term Disability.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, the Dental for myself and my spouse.

Speaker speaker_0: All right.

Speaker speaker_1: Um, the Term Life and AD&D; for myself and my spouse.

Speaker speaker_0: All right.

Speaker speaker_1: And can you confirm which one of these is included in what I've already enrolled in? Is it the Critical Illness with Cancer Benefits or the 24-Hour Group Accident?

Speaker speaker_0: Let me check that for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me pull up your benefits then. Uh-uh. I'm choosing the VIP. That's it. The VIP Classic has the Critical Illness.

Speaker speaker_1: Okay. Um, so I don't need to include that, but then I would like to include the 24-Hour Group Accident for me and my spouse.

Speaker speaker_0: Okay.

Speaker speaker_1: And that's it.

Speaker speaker_0: All right. So let me, um, repeat back to you what, what all you have chosen to make sure I have it correct. The VIP Classic for you and your spouse, the Dental for you and your spouse, the Short-Term Disability, which is just for you, um, the Vision for you and your spouse, Accident for you and your spouse, and the Stay Healthy for both of you as well.

Speaker speaker_1: Um, no, not Vision. I didn't want Vision.

Speaker speaker_0: I'm sorry about that. All right. So the total will be \$69.21. For paychecks, um, benefits will start the following Monday after you receive the first premium from your... after we receive the first premium from your employer. ID cards take seven to 10 days to arrive after the benefits are active. You, um... Now, we're gonna need your spouse information. May I have his first name?

Speaker speaker_1: First of all, um, that's not the total that I came up with. Can we just repeat the plans again that I selected? Can I call them back to you?

Speaker speaker_0: Oh, sure. Okay.

Speaker speaker_1: Okay. So the Vision... Um, the VIP Classic for myself and my husband, um, the Stay Healthy for me and my husband, the Short-Term Disability for just myself-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the Dental for me and my husband-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... the 24-Hour, um, Group Accident for me and my husband-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... and the Term Life for me and my husband.

Speaker speaker_0: Oh, I, I'm sorry. I'm missing the Term Life.

Speaker speaker_1: Okay.

Speaker speaker_0: That's what happened. I put there Life and Vision-

Speaker speaker_1: Okay.

Speaker speaker_0: ... instead of the Life-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Life Insurance. Yeah. B- Bear with me. Let me fix that. Okay. Uh, yeah. Okay. Um, okay. So I have the VIP, Dental, Short-Term, Life-... your tax and... pay out is 7157.

Speaker speaker_1: Yes, that's what I got.

Speaker speaker_0: Okay, perfect. All right. One second. And this is a little slow. Okay, so what's your spouse first name?

Speaker speaker_1: His first name is Errol, E-r-r-o-l.

Speaker speaker_0: Okay. And last name?

Speaker speaker_1: Morton. M as in Mary. O-r-t-o-n.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 10-24-67.

Speaker speaker_0: By any chance you have his Social?

Speaker speaker_1: Um, I can, he's in the next room. Let me run and get it.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay. It's 230-

Speaker speaker_0: Hmm.

Speaker speaker_1: ... 11...

Speaker speaker_0: Sorry, give me... Hold on.

Speaker speaker_1: Okay.

Speaker speaker_0: Two, two... Thr- okay, 230-

Speaker speaker_1: 115514.

Speaker speaker_0: ... 51514. All right, so that... Now, for your beneficiary, who do you want to name?

Speaker speaker_1: I'd like to name him.

Speaker speaker_0: Okay. So now, um, when the benefits starts and you receive your information in the mail, you will have to call the carrier, um, and select, and let them know who you want to be the beneficiary on his side. Because we not a-

Speaker speaker_1: Okay.

Speaker speaker_0: We can't do it on our end, so you have to do it through the, the carrier. All right?

Speaker speaker_1: Okay. We'll do that.

Speaker speaker_0: Okay. Is there anything else I could do for you ma'am?

Speaker speaker_1: Um, just to verify, you said the coverage would be in effect tomorrow?

Speaker speaker_0: No. The following Monday after we receive-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... the first premium from your employer. Then, um, let's see what the system, the average time that it's giving me. So if we receive the premium on time from your

employer, your benefits most likely will be active on the 10th. I can not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... assure you that that will be the exact date until we receive the premium. But if-

Speaker speaker_1: Okay.

Speaker speaker_0: ... as soon as we see the premium in your payroll the following Monday, the benefits should be active.

Speaker speaker_1: Gotcha. Okay.

Speaker speaker_0: Now, if you need to use your benefits before the ID cards arrive, you could give us a call on that week and if the ID cards are generated in our system, we could send you a temporary one to you email.

Speaker speaker_1: Okay. Does that include, um, getting prescriptions filled?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right. Well, I appreciate your help.

Speaker speaker_0: All right. Anything else I can do for you today?

Speaker speaker_1: Uh, not today. Thank you so much.

Speaker speaker_0: All right. And if you have, um... You still have until today. We close at 8:00 Eastern Time. If by any chance you want to make any changes, you have, you still have the rest of the day to do so.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you. Have a great rest of the day.

Speaker speaker_0: Thank you. You too, bye-bye.