

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Uh, yes, ma'am, this is Kimberly Stark and I was given your number by WorkSource. Um, I've been thinking this whole time, I had life insurance on both me and my husband through WorkSource and they don't show it. So I'm calling to find out, uh, how much it would be to add me and my husband just like we're both on my regular insurance policy. Okay. Let me get the last four digits of your Social so I can go back to file. 9891. And your first and last name, ma'am? Kimberly Stark. Okay. Ms. Stark, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? 415 Avenue 5 Northeast Cove , excuse me, Apartment C, Atkins, Arkansas 72823. Thank you for the information. We have a phone num- 11775. Okay. 479... Uh, we have a phone number of 5479373240180. No, that one needs to be changed. The one you're calling from, is that the number, ma'am? Yes. 4794907630. Okay. Give me one second. Sorry, I'm in the process of feeding my pups, uh, cheese crackers. That's fine. Okay. So let's see. Okay. So- I guess I think about this because of the time of the year it is, but... Uh-huh. All right. You don't sell life insurance either? We do, but I don't see that you are enrolled in life insurance. And how much would it be each week to, uh, enroll in it? Okay. So let's see. And that would be for both me and my husband, right? Mm-hmm. Life insurance for you and your spouse, \$2.54. And they call you- How much? \$2.54 per paycheck. Oh. Okay, that's fine. And I have a question. I thought it was already coming out. No. Okay. So if we add the, um, the life insurance, you will be paying \$38.29 for all the benefits- That- ... you have. That's fine. Okay. I just didn't know, I didn't sign up for it. Mm-hmm. I understand. Give me one second. Shoot. I've been with the company for over two years now and did not know. I was like, "Did I change something?" Okay. So, let's see. Now the benefits will start the following Monday after we receive the first premium from your employer. Um... Okay. And see, now you want to add your spouse a- as your beneficiary? Yes. Or you want to name someone else? And, okay, so that will be for, uh- In other words, you'll be... Right, we'll be each other's beneficiary because I don't have any information on my son right now. Okay. All we need is, um, first and last name and the relationship. And give me one second. Now I could add your beneficiary, but when you get the information and the benefits are active, you will have to contact the carrier and add your spouse, uh, I mean, on his side, to add you as a beneficiary, because I'm only allowed to add yours. Okay. Can we put my husband as first beneficiary and then my son as second? I could divide it 50/50. Hello? Uh, no, let's leave it at my husband for now. Okay. No problem. All right. So I went ahead and did that. Um, is there anything else that you need help with? Uh, so you're saying I'll receive the information after the, uh, first, uh, payment is taken out? Yes, ma'am. That way to be able to finish with the, uh, his beneficiaries? Yes, ma'am. All right. I do appreciate that. Thank you.

Okay. Thank you for giving us a call today. Have a great rest of the day. You too. 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 in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am, this is Kimberly Stark and I was given your number by WorkSource. Um, I've been thinking this whole time, I had life insurance on both me and my husband through WorkSource and they don't show it. So I'm calling to find out, uh, how much it would be to add me and my husband just like we're both on my regular insurance policy.

Speaker speaker_1: Okay. Let me get the last four digits of your Social so I can go back to file.

Speaker speaker_2: 9891.

Speaker speaker_1: And your first and last name, ma'am?

Speaker speaker_2: Kimberly Stark.

Speaker speaker_1: Okay. Ms. Stark, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: 415 Avenue 5 Northeast Cove , excuse me, Apartment C, Atkins, Arkansas 72823.

Speaker speaker_1: Thank you for the information. We have a phone num-

Speaker speaker_2: 11775.

Speaker speaker_1: Okay. 479... Uh, we have a phone number of 5479373240180.

Speaker speaker_2: No, that one needs to be changed.

Speaker speaker_1: The one you're calling from, is that the number, ma'am?

Speaker speaker_2: Yes. 4794907630.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Sorry, I'm in the process of feeding my pups, uh, cheese crackers.

Speaker speaker_1: That's fine. Okay. So let's see. Okay. So-

Speaker speaker_2: I guess I think about this because of the time of the year it is, but...

Speaker speaker_1: Uh-huh. All right.

Speaker speaker_2: You don't sell life insurance either?

Speaker speaker_1: We do, but I don't see that you are enrolled in life insurance.

Speaker speaker_2: And how much would it be each week to, uh, enroll in it?

Speaker speaker_1: Okay. So let's see.

Speaker speaker_2: And that would be for both me and my husband, right?

Speaker speaker_1: Mm-hmm. Life insurance for you and your spouse, \$2.54. And they call you-

Speaker speaker_2: How much?

Speaker speaker_1: \$2.54 per paycheck.

Speaker speaker_2: Oh. Okay, that's fine.

Speaker speaker_1: And

Speaker speaker_3: I have a question.

Speaker speaker_2: I thought it was already coming out.

Speaker speaker_1: No. Okay. So if we add the, um, the life insurance, you will be paying \$38.29 for all the benefits-

Speaker speaker_2: That-

Speaker speaker_1: ... you have.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: I just didn't know, I didn't sign up for it.

Speaker speaker_1: Mm-hmm. I understand. Give me one second.

Speaker speaker_2: Shoot. I've been with the company for over two years now and did not know. I was like, "Did I change something?"

Speaker speaker_1: Okay. So, let's see. Now the benefits will start the following Monday after we receive the first premium from your employer. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And see, now you want to add your spouse a- as your beneficiary?

Speaker speaker_2: Yes.

Speaker speaker_1: Or you want to name someone else? And, okay, so that will be for, uh-

Speaker speaker_2: In other words, you'll be... Right, we'll be each other's beneficiary because I don't have any information on my son right now.

Speaker speaker_1: Okay. All we need is, um, first and last name and the relationship. And give me one second. Now I could add your beneficiary, but when you get the information and the benefits are active, you will have to contact the carrier and add your spouse, uh, I mean, on his side, to add you as a beneficiary, because I'm only allowed to add yours.

Speaker speaker_2: Okay. Can we put my husband as first beneficiary and then my son as second?

Speaker speaker_1: I could divide it 50/50. Hello?

Speaker speaker_2: Uh, no, let's leave it at my husband for now.

Speaker speaker_1: Okay. No problem. All right. So I went ahead and did that. Um, is there anything else that you need help with?

Speaker speaker_2: Uh, so you're saying I'll receive the information after the, uh, first, uh, payment is taken out?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: That way to be able to finish with the, uh, his beneficiaries?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. I do appreciate that. Thank you.

Speaker speaker_1: Okay. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye.