

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Card. This is, um, Mala speaking. How may I help you? Um, yes. Um, I received a text message saying that, um, I have 30 days to enroll the benefits. Uh, what would it be? Okay. So you receive a text that says so? Yeah, I just received a text and a number came up on the page. So we are the administrator for health insurance for a staffing agency. Yes. You are working for this staffing agency? Yes, I am. My name is Dave English. Okay. What's the name of the staffing agency that you work for? PG Staffing. PG? Mm-hmm. So, they letting you know that you have that, um, timeframe to enroll in the benefits if you would like to. Um, it's not mandatory. Are you interested in enrolling in the benefits, sir? I mean, I'm just trying to get some more information on how much will it cost to enroll and how much is- It all depends on why you choose. If you have an email, I will send you a complete guide of the benefits that they offer. Okay. And would it be to me, that once I see it, do I do everything online or call back this number? You could do it online or you could give us a call back. Okay. So, um, what is... I mean, ba- quick question. Um, if it's just the basic, if I just wanted like the basic health insurance, how much would that range? So, um- How much would that cost? Let me see. So, um, these insurance, they are not like major insurance. Um, everybody have a set amount that they're going to pay. Mm-hmm. They are, plans start at, um, the medical plans, they start at, uh, \$15.65 and it goes to \$16.78, \$18.55, and \$29.74. That does not include dental or vision, so for options they get to choose. Like, um- Oh, you said it's 20, you said it's 29, that don't, none of them include dental, correct? No, none of them have, uh, have dental or vision. You have to add those. Okay. And how much does, how much would it be if you add, um, the dental to your plan? And the dental and the vision. With choosing the \$29.74? Yes. It will be \$35.11. Um, that would be a week? Yes, sir. Did you say yes? These are weekly insurance, yes. Okay, okay. So, uh, it'd be a week. And the one that's for, um, uh, I think you said 18, how much does the one would be for between \$18 and \$15? Um, the \$18.55 with the dental and vision will be \$23.94. Okay. Um, could I, could you enroll me in that one? May I have the last four digits of your Social so I can open up your file? Um, 3717. Your first and last- And do you get a card? Are Dave, first name Dave, last name English? David English? Yes, you do get a card, um, after the benefits are, are active. Um, um, it usually takes 7 to 10 business days to arrive. Okay. Also, okay, Mr. English, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 327 Montgomery, um, Avenue. 3- 3-4-2-4. 3-4-2, 34243. I got it so far. And where is this located, sir? I'm in Sarasota, Florida. And what was the date of birth? 07/20/72. All right. We have the phone number on file with this 407-627-3768. Correct. And your email is fireman1330@gmail.com. I'll, uh, I'm gonna change that. It's fireman, fireman, at, um, fireman1705@yahoo.com. Yahoo? Yes, ma'am, yahoo.com. Yes. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is, um, Mala speaking. How may I help you?

Speaker speaker_1: Um, yes. Um, I received a text message saying that, um, I have 30 days to enroll the benefits. Uh, what would it be?

Speaker speaker_0: Okay. So you receive a text that says so?

Speaker speaker_1: Yeah, I just received a text and a number came up on the page.

Speaker speaker_0: So we are the administrator for health insurance for a staffing agency.

Speaker speaker_1: Yes.

Speaker speaker_0: You are working for this staffing agency?

Speaker speaker_1: Yes, I am. My name is Dave English.

Speaker speaker_0: Okay. What's the name of the staffing agency that you work for?

Speaker speaker_1: PG Staffing.

Speaker speaker_0: PG?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, they letting you know that you have that, um, timeframe to enroll in the benefits if you would like to. Um, it's not mandatory. Are you interested in enrolling in the benefits, sir?

Speaker speaker_1: I mean, I'm just trying to get some more information on how much will it cost to enroll and how much is-

Speaker speaker_0: It all depends on why you choose. If you have an email, I will send you a complete guide of the benefits that they offer.

Speaker speaker_1: Okay. And would it be to me, that once I see it, do I do everything online or call back this number?

Speaker speaker_0: You could do it online or you could give us a call back.

Speaker speaker_1: Okay. So, um, what is... I mean, ba- quick question. Um, if it's just the basic, if I just wanted like the basic health insurance, how much would that range?

Speaker speaker_0: So, um-

Speaker speaker_1: How much would that cost?

Speaker speaker_0: Let me see. So, um, these insurance, they are not like major insurance. Um, everybody have a set amount that they're going to pay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: They are, plans start at, um, the medical plans, they start at, uh, \$15.65 and it goes to \$16.78, \$18.55, and \$29.74. That does not include dental or vision, so for options they get to choose. Like, um-

Speaker speaker_1: Oh, you said it's 20, you said it's 29, that don't, none of them include dental, correct?

Speaker speaker_0: No, none of them have, uh, have dental or vision. You have to add those.

Speaker speaker_1: Okay. And how much does, how much would it be if you add, um, the dental to your plan? And the dental and the vision.

Speaker speaker_0: With choosing the \$29.74?

Speaker speaker_1: Yes.

Speaker speaker_0: It will be \$35.11.

Speaker speaker_1: Um, that would be a week?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Did you say yes?

Speaker speaker_0: These are weekly insurance, yes.

Speaker speaker_1: Okay, okay. So, uh, it'd be a week. And the one that's for, um, uh, I think you said 18, how much does the one would be for between \$18 and \$15?

Speaker speaker_0: Um, the \$18.55 with the dental and vision will be \$23.94.

Speaker speaker_1: Okay. Um, could I, could you enroll me in that one?

Speaker speaker_0: May I have the last four digits of your Social so I can open up your file?

Speaker speaker_1: Um, 3717.

Speaker speaker_0: Your first and last-

Speaker speaker_1: And do you get a card? Are Dave, first name Dave, last name English? David English?

Speaker speaker_0: Yes, you do get a card, um, after the benefits are, are active. Um, um, it usually takes 7 to 10 business days to arrive.

Speaker speaker_1: Okay.

Speaker speaker_0: Also, okay, Mr. English, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 327 Montgomery, um, Avenue. 3- 3-4-2-4. 3-4-2, 34243. I got it so far.

Speaker speaker_0: And where is this located, sir?

Speaker speaker_1: I'm in Sarasota, Florida.

Speaker speaker_0: And what was the date of birth?

Speaker speaker_1: 07/20/72.

Speaker speaker_0: All right. We have the phone number on file with this 407-627-3768.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is fireman1330@gmail.com.

Speaker speaker_1: I'll, uh, I'm gonna change that. It's fireman, fireman, at, um, fireman1705@yahoo.com.

Speaker speaker_0: Yahoo?

Speaker speaker_1: Yes, ma'am, yahoo.com. Yes.

Speaker speaker_0: All right.