

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, guys. Benefits 24, this is Sandra speaking. How may I help you? Yes, I had a, um, voice mail from someone named Chris about bene- my benefits. Okay, um, do you work for a staffing agency, sir? Yes. Okay. So what's the name of the temp agency you're working for? Um, it was Megaforce Staffing. Megaforce. All right. Can, um, can you provide me with the last four digits of your Social so I could pull up your file? Uh, 0075. You said the last five? Four. Oh, 0075. Your first and last name, sir? Rashard McNeil. Mr. McNeil, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 602 North 15th Street, Erwin, North Carolina, 28339. Date of birth is 04/21/1994. Thank you. For your information, we have the telephone number on file, 910-703-0782, and your email is your first name, your last name, 0421@... Is that how it goes on? Yes. So the reason for the call is we are processing an enrollment form that you signed with Megaforce back in September. And on the form, you wanted to enroll in the health benefits for you and your child, um, dental, vision, and FreeRx. And then at the same time, you selected no coverage, that you did- you did not want the coverage. So we wanna ... I do want coverage. You, you do want it? I do. You do? I do. I do want it. I do want it. Okay. So I'm gonna go ahead and process the enrollment form. Um, your child is Colton McNeil? Yes. And date of birth is September... I mean, sorry, May 27th, 2021? Yes. Okay. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days. Yes, ma'am. If you have any questions, concerns, just give us a call at this number, same number you're calling today. Yes, ma'am. We, we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Now, on the form, when you selected the FreeR- FreeRx Plan, which is the prescription plan, um- Uh-huh. ... and the plan that you... medical plan that you also selected, it already has it included. So, we're just gonna add the medical plan. You don't need to select- Okay. ... the FreeRx as, as well because it's already come in, uh, included- Okay. ... on that plan. All right. Okay. So your premium will be... Is that disability and dental? One second, so I can tell you how much is gonna be your premium. Okay. So your premium will be \$31.86. Okay. All right. Um, like I said, if you have any questions, concerns, just give us a call. Okay, thank you. Thank you for giving us a call back. Have a great rest of the... Thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, guys.

Speaker speaker_2: Benefits 24, this is Sandra speaking. How may I help you?

Speaker speaker_3: Yes, I had a, um, voice mail from someone named Chris about bene- my benefits.

Speaker speaker_0: Okay, um, do you work for a staffing agency, sir?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. So what's the name of the temp agency you're working for?

Speaker speaker_3: Um, it was Megaforce Staffing.

Speaker speaker_0: Megaforce. All right. Can, um, can you provide me with the last four digits of your Social so I could pull up your file?

Speaker speaker_3: Uh, 0075. You said the last five?

Speaker speaker_0: Four.

Speaker speaker_3: Oh, 0075.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_3: Rashard McNeil.

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

Speaker speaker_3: Uh, 602 North 15th Street, Erwin, North Carolina, 28339. Date of birth is 04/21/1994.

Speaker speaker_0: Thank you. For your information, we have the telephone number on file, 910-703-0782, and your email is your first name, your last name, 0421@... Is that how it goes on?

Speaker speaker_3: Yes.

Speaker speaker_0: So the reason for the call is we are processing an enrollment form that you signed with Megaforce back in September. And on the form, you wanted to enroll in the health benefits for you and your child, um, dental, vision, and FreeRx. And then at the same time, you selected no coverage, that you did- you did not want the coverage. So we wanna ...

Speaker speaker_3: I do want coverage.

Speaker speaker_0: You, you do want it?

Speaker speaker_3: I do.

Speaker speaker_0: You do?

Speaker speaker_3: I do. I do want it. I do want it.

Speaker speaker_0: Okay. So I'm gonna go ahead and process the enrollment form. Um, your child is Colton McNeil?

Speaker speaker_3: Yes.

Speaker speaker_0: And date of birth is September... I mean, sorry, May 27th, 2021?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: If you have any questions, concerns, just give us a call at this number, same number you're calling today.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: We, we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Now, on the form, when you selected the FreeR- FreeRx Plan, which is the prescription plan, um-

Speaker speaker_3: Uh-huh.

Speaker speaker_0: ... and the plan that you... medical plan that you also selected, it already has it included. So, we're just gonna add the medical plan. You don't need to select-

Speaker speaker_3: Okay.

Speaker speaker_0: ... the FreeRx as, as well because it's already come in, uh, included-

Speaker speaker_3: Okay.

Speaker speaker_0: ... on that plan. All right.

Speaker speaker_3: Okay.

Speaker speaker_0: So your premium will be... Is that disability and dental? One second, so I can tell you how much is gonna be your premium. Okay. So your premium will be \$31.86.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. Um, like I said, if you have any questions, concerns, just give us a call.

Speaker speaker_3: Okay, thank you.

Speaker speaker_0: Thank you for giving us a call back. Have a great rest of the...

Speaker speaker_3: Thanks.