

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Pamela speaking, I'm a... Oh, yes, ma'am. I am, uh, a new employee of Carlton Staffing, and I was told that if I want to, um, upgrade to a different, um, benefit package, that I needed to, uh, give you a call a week after I started. Okay. Um, may I have the last four digits of your Social? Yes, it's 1709. Your first and last name? Laura, last name Venier. V as in Victor, E-N-I-E-R. And you said Carlton? Carlton Staffing, yes, ma'am. Now where is that in programs here? Now I can't find it. And you said the last four's 1709? Yes, ma'am. When did you start working for them? I started on the 6th. Yeah. Okay, so there's nothing coming up in my system yet. Um, we could try looking up, well, your whole Social Security number, if you're willing to. Okay, sure. It should take a little... Okay, just in case what, um... Let's see. Can I have the le- uh, the Social? Sure, it's 461-77-1709. Oh, no, we have not received your file yet, but- Oh, okay. ... I hope that if we, if we get your whole Social, we could go ahead and create your file and enroll you in the benefits that you actually want. Oh, okay, that'd be great. Okay, can you spell your first name? Mm-hmm, it's L-A-U-R-A... Sorry, L... Okay. Last name Venier, V as in Victor, E, N as in Nancy, I-E-R. Oh, okay. Your date of birth? 5/2/70. All right, and we need a mailing address. Sure, it's 16731 Townes, T-O-W-N-E-S, Road. Townes? Mm-hmm. Good. T as in Tom, O-W, N as in Nancy, E-S as in Sam. Okay. All right. And what's the city and state? Friendswood. F-R-I-E-N-D-S-W-O-O-D. Uh-huh. And that's Texas. Zip code? 77546. All right. Is this telephone number you're calling a good number to enroll? Yes, ma'am. All right. 5, 6, 4, 6, 2, 8. All right. Now, and what was the plan you wanted to enroll to? I wanna do the VIP Standard. Employee only? Yes. Okay. Anything else besides that? Uh... And let's do dental. Okay. Dental. And that's it. All right, so we have a VIP Standard and dental with a premium of \$21.13, and 36 cents. Your benefits will start the following Monday after we receive the first premium from your employer. Then your- Okay. ... ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days. Also, um, Carlton, it's under Section 125, which is an IRS regulation. What it means is that you need to... It requires you to, uh, stay enrolled in the benefits. If you want to cancel, you have 30 days from your first paycheck, or a qualified life event, or when the company is under, um, insurability. Okay. Okay. Let's see. All right. Can you tell me what... Can you tell me, uh, who the dental is through? It's called a American Public Life, is the name of the insurance. American Public... Public Life. Let's see. Oh, you know what? I just don't know if I need this. 'Cause I'm on a... Okay, can you, um... Can you take off the dental after all? Yes. All right. So you will be paying 17.72. Basic restoratus, let me see here. I'm sorry. Deductible. So what does that dental cover? Um... I see, I see it covers basic, which is probably... Or preventative, which is probably cleaning. It, it will cover your cleaning, basic cleaning, checkup, x-ray, um, 100%, one every six months, and you have a deductible of \$50 once a year. Um, basic dental work

will cover 80% after you pay for the \$50 deductible. Um, your basic dental work like, uh, such as filling and extraction. No major services are covered. Hmm. Okay. Um, it's only 3.64 and that's weekly, right? Yes, ma'am. Okay. Um... You know what? I'm sorry. Just go ahead and add it, just in case. Okay. Okay. Let me see. So we go back to the \$21.36. Okay. That's no problem. Anything else I can do for you? No, um, when will I get the, uh... Will I get a card in the mail? Yes, sev- seven to 10 days after the benefits are active. Okay. All right, great. All right. Thank you so much for your help. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: Hi, this is Pamela speaking, I'm a...

Speaker speaker_2: Oh, yes, ma'am. I am, uh, a new employee of Carlton Staffing, and I was told that if I want to, um, upgrade to a different, um, benefit package, that I needed to, uh, give you a call a week after I started.

Speaker speaker_1: Okay. Um, may I have the last four digits of your Social?

Speaker speaker_2: Yes, it's 1709.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Laura, last name Venier. V as in Victor, E-N-I-E-R.

Speaker speaker_1: And you said Carlton?

Speaker speaker_2: Carlton Staffing, yes, ma'am. Now where is that in programs here? Now I can't find it.

Speaker speaker_1: And you said the last four's 1709?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: When did you start working for them?

Speaker speaker_2: I started on the 6th.

Speaker speaker_1: Yeah. Okay, so there's nothing coming up in my system yet. Um, we could try looking up, well, your whole Social Security number, if you're willing to.

Speaker speaker_2: Okay, sure.

Speaker speaker_1: It should take a little... Okay, just in case what, um... Let's see. Can I have the le- uh, the Social?

Speaker speaker_2: Sure, it's 461-77-1709.

Speaker speaker_1: Oh, no, we have not received your file yet, but-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... I hope that if we, if we get your whole Social, we could go ahead and create your file and enroll you in the benefits that you actually want.

Speaker speaker_2: Oh, okay, that'd be great.

Speaker speaker_1: Okay, can you spell your first name?

Speaker speaker_2: Mm-hmm, it's L-A-U-R-A...

Speaker speaker_1: Sorry, L... Okay.

Speaker speaker_2: Last name Venier, V as in Victor, E, N as in Nancy, I-E-R.

Speaker speaker_1: Oh, okay. Your date of birth?

Speaker speaker_2: 5/2/70.

Speaker speaker_1: All right, and we need a mailing address.

Speaker speaker_2: Sure, it's 16731 Townes, T-O-W-N-E-S, Road.

Speaker speaker_1: Townes?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Good.

Speaker speaker_2: T as in Tom, O-W, N as in Nancy, E-S as in Sam.

Speaker speaker_1: Okay. All right. And what's the city and state?

Speaker speaker_2: Friendswood. F-R-I-E-N-D-S-W-O-O-D.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: And that's Texas.

Speaker speaker_1: Zip code?

Speaker speaker_2: 77546.

Speaker speaker_1: All right. Is this telephone number you're calling a good number to enroll?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. 5, 6, 4, 6, 2, 8. All right. Now, and what was the plan you wanted to enroll to?

Speaker speaker_2: I wanna do the VIP Standard.

Speaker speaker_1: Employee only?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Anything else besides that?

Speaker speaker_2: Uh... And let's do dental.

Speaker speaker_1: Okay. Dental.

Speaker speaker_2: And that's it.

Speaker speaker_1: All right, so we have a VIP Standard and dental with a premium of \$21.13, and 36 cents. Your benefits will start the following Monday after we receive the first premium from your employer. Then your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days. Also, um, Carlton, it's under Section 125, which is an IRS regulation. What it means is that you need to... It requires you to, uh, stay enrolled in the benefits. If you want to cancel, you have 30 days from your first paycheck, or a qualified life event, or when the company is under, um, insurability.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Let's see. All right.

Speaker speaker_2: Can you tell me what... Can you tell me, uh, who the dental is through?

Speaker speaker_1: It's called a American Public Life, is the name of the insurance.

Speaker speaker_2: American Public...

Speaker speaker_1: Public Life.

Speaker speaker_2: Let's see. Oh, you know what? I just don't know if I need this.'Cause I'm on a... Okay, can you, um... Can you take off the dental after all?

Speaker speaker_1: Yes. All right. So you will be paying 17.72.

Speaker speaker_2: Basic restoratus, let me see here. I'm sorry. Deductible. So what does that dental cover?

Speaker speaker_1: Um...

Speaker speaker_2: I see, I see it covers basic, which is probably... Or preventative, which is probably cleaning.

Speaker speaker_1: It, it will cover your cleaning, basic cleaning, checkup, x-ray, um, 100%, one every six months, and you have a deductible of \$50 once a year. Um, basic dental work will cover 80% after you pay for the \$50 deductible. Um, your basic dental work like, uh, such as filling and extraction. No major services are covered.

Speaker speaker_2: Hmm. Okay. Um, it's only 3.64 and that's weekly, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Um... You know what? I'm sorry. Just go ahead and add it, just in case.

Speaker speaker_1: Okay. Okay. Let me see. So we go back to the \$21.36.

Speaker speaker_2: Okay.

Speaker speaker_1: That's no problem. Anything else I can do for you?

Speaker speaker_2: No, um, when will I get the, uh... Will I get a card in the mail?

Speaker speaker_1: Yes, sev- seven to 10 days after the benefits are active.

Speaker speaker_2: Okay. All right, great.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you so much for your help.

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

Speaker speaker_2: You too.