

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card, who can I please speak to? Um, Christopher Ladner Archuleta. I had just missed a call about open enrollment for me. Okay. And what are the last four digits of your social? 9768. And the name of the staff agency you work for? IQ Force. Yeah. That's perfect. It just bears me one moment. Keep talking with us now. Keep talking real fast. Okay? Okay. And your address and date of birth? 19110 Airfield Street, Athens, Alabama 35614. And my birthday is 11/30/1997. Okay. So I have a different, um, date of birth on file. Can you provide me with your full social so I can update your date of birth? 652-05-9768. All righty. And you said your date of birth is 11/30/97? I'm sorry, yeah. Yeah. 11/30/97? Yes, ma'am. And your phone number is 256-800-7915? Yep. Can I have your email address as davidladner3.14@gmail.com? Yep. All righty. Give me one moment. Oh, wow. That's something. That's something. Okay. So it looks like it, it was calculated that both dates were, are in your open enrollment period, so you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today? Um, I'm wanting dental, vision, health, short-term and long-term disability, and life insurance. Okay. So dental, dental, vision, life insurance and short-term disability are all, um, options you can choose. Long-term disability is not offered. Okay. Um, more you can ask your staff agency, but as far as our company is, we don't have that long-term disability option. Um, all this coverage is for medi- for employee only? Yep. Okay. And as far as medical, there are three medical plans you can choose from. There's the VIP Standard, that is \$16.66 a week; the VIP Classic, that is \$19.58 a week; and the VIP Plus, that is \$31.66 a week. Um, and then if you're choosing that- Let's do the VIP Plus. Okay. And did you want to do anything else today? Um, just the max on the dental and vision. Okay. Yep. So there's only one plan for dental and one for vision, so that's, that's what we have down for you. Your weekly deductions will be \$43.56. Okay. And you'll also put- Y'all have any other benefits other than the short-term and dental and vision? Yep. So they offer critical illness, group accident, which is additional coverage to your medical, they offer preventive health, um, and telehealth services. They offer behavioral and mental health, and identity theft protection. Okay. Can I get the identity theft and the, uh, the first one you said? Critical illness? Yep. Okay. All right, you asked for critical illness, vision, life insurance, short-term disability, dental, and the VIP Plus, correct? Yep. All right. Your weekly deductions are going to be \$48.20. Okay. That'll be fine. It will take one to two weeks for the staff agency to start making deductions. Once they do, the following month, they become active, and then later that week you receive your dental, vision, um, dental, vision... The VIP. Um, give me one second. The dental, vision cards in the mail, and you'll receive your sta- your medical to your email. Do you know who you're wanting to put for your beneficiary on that term life? Uh, yes, ma'am. It'll be my wife. Her name is Areimi Archuleta. Uh, spell that name for me. A-R-E-M-I is

her first name. Her last name is Archuleta. A-R-C-H-U-L-E-T-A. All right. Well, I got that information in the system. Do you have any questions? No, ma'am. All right. Thank you so much for calling. You have a great day. All right. Thank you. You, too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card , who can I please speak to?

Speaker speaker_2: Um, Christopher Ladner Archuleta. I had just missed a call about open enrollment for me.

Speaker speaker_1: Okay. And what are the last four digits of your social?

Speaker speaker_2: 9768.

Speaker speaker_1: And the name of the staff agency you work for?

Speaker speaker_2: IQ Force.

Speaker speaker_3: Yeah. That's perfect.

Speaker speaker_4: It just bears me one moment.

Speaker speaker_3: Keep talking with us now. Keep talking real fast. Okay?

Speaker speaker_1: Okay. And your address and date of birth?

Speaker speaker_2: 19110 Airfield Street, Athens, Alabama 35614. And my birthday is 11/30/1997.

Speaker speaker_1: Okay. So I have a different, um, date of birth on file. Can you provide me with your full social so I can update your date of birth?

Speaker speaker_2: 652-05-9768.

Speaker speaker_1: All righty. And you said your date of birth is 11/30/'97? I'm sorry, yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: 11/30/'97?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And your phone number is 256-800-7915?

Speaker speaker_2: Yep.

Speaker speaker_1: Can I have your email address as davidladner3.14@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. Give me one moment.

Speaker speaker_3: Oh, wow. That's something. That's something.

Speaker speaker_1: Okay. So it looks like it, it was calculated that both dates were, are in your open enrollment period, so you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today?

Speaker speaker_2: Um, I'm wanting dental, vision, health, short-term and long-term disability, and life insurance.

Speaker speaker_1: Okay. So dental, dental, vision, life insurance and short-term disability are all, um, options you can choose. Long-term disability is not offered.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, more you can ask your staff agency, but as far as our company is, we don't have that long-term disability option. Um, all this coverage is for medi- for employee only?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And as far as medical, there are three medical plans you can choose from. There's the VIP Standard, that is \$16.66 a week; the VIP Classic, that is \$19.58 a week; and the VIP Plus, that is \$31.66 a week. Um, and then if you're choosing that-

Speaker speaker_2: Let's do the VIP Plus.

Speaker speaker_1: Okay. And did you want to do anything else today?

Speaker speaker_2: Um, just the max on the dental and vision.

Speaker speaker_1: Okay. Yep. So there's only one plan for dental and one for vision, so that's, that's what we have down for you. Your weekly deductions will be \$43.56.

Speaker speaker_2: Okay.

Speaker speaker_1: And you'll also put-

Speaker speaker_2: Y'all have any other benefits other than the short-term and dental and vision?

Speaker speaker_1: Yep. So they offer critical illness, group accident, which is additional coverage to your medical, they offer preventive health, um, and telehealth services. They offer behavioral and mental health, and identity theft protection.

Speaker speaker_2: Okay. Can I get the identity theft and the, uh, the first one you said?

Speaker speaker_1: Critical illness?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. All right, you asked for critical illness, vision, life insurance, short-term disability, dental, and the VIP Plus, correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Your weekly deductions are going to be \$48.20.

Speaker speaker_2: Okay. That'll be fine.

Speaker speaker_1: It will take one to two weeks for the staff agency to start making deductions. Once they do, the following month, they become active, and then later that week you receive your dental, vision, um, dental, vision...

Speaker speaker_2: The VIP.

Speaker speaker_1: Um, give me one second. The dental, vision cards in the mail, and you'll receive your sta- your medical to your email. Do you know who you're wanting to put for your beneficiary on that term life?

Speaker speaker_2: Uh, yes, ma'am. It'll be my wife. Her name is Areimi Archuleta.

Speaker speaker_1: Uh, spell that name for me.

Speaker speaker_2: A-R-E-M-I is her first name. Her last name is Archuleta.
A-R-C-H-U-L-E-T-A.

Speaker speaker_1: All right. Well, I got that information in the system. Do you have any questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. Thank you. You, too.