

Transcript: Pearl

Rojas-6001286952173568-4678576452059136

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who is this you're speaking with? Hi, um, Chan. And how can I assist you? Yes, um, I got the, this from the POC stuffs agency. So, they asked me like, uh, for the enroll with, uh, this BIC. They had sent me a form, yep. Mm-hmm. And then I, I filled... I mean, I, I, I, I select some like insurance and for the... I mean, uh, for the, the... I mean, the, the fin, uh, final page it have only two column. Actually, I have three kids, so, uh, I, I just called to ask how, how I add, uh, I add like, uh, my, my, my three more kids on, on, on, on the form. So... So, you would have to ask your staffing- What should I do? ... agency for an additional part. Oh. Mm-hmm. 3... So... Or do you want- So what should I do now? Are you at the staffing agency right now? Pardon? Sorry. Are you at the staffing agency right now? Yes. And they had you call us? Right now, I'm... Yeah, yeah. Right now, I'm, I'm, I mean, I, I start work with, uh, Caterpillar. They had the TOC staff they sent me there, so they send me the form to enroll, I mean, for the B, B, BIC card. Yeah, BIC insurance. So, you already picked your plans that you're wanting? Yeah. Last time, I pick it but, um, you know, I select like a family and then they show at the column like dependent coverage sections, they have only two column. Actually, I have three kids. So, how should I, I put my, my, my three kids into that column, so... Okay, what's the name of the staffing agency you work for? The company, right? Caterpillar. The name of, the name of where you applied. Mm-hmm. Mean the, the... PRC Staffing? P-O-C? P-R-C. PRC, okay. Yeah. And the last four digits of your social? 0700. I see. And what's your name? Uh, uh, Ricky Chan, and last name is Mom. I'm A-M. Okay, so I don't have an account for you yet. Um... Okay. So, we have, we have two different options. I can create you an account but I will need your free... uh, your full social name, address, date of birth, phone number, um, email address, and I can enroll you and add your dependents on, over the phone, or you can go to your staffing agency and ask them for, um, it's possible they have another paper to put more dependents or if they, um... Give me one second. Let me see if I can... Give me one moment. I'm gonna put you on a brief hold. Yeah. I, I asked them and then they just sent me to call like, uh, your, your, your company number, so... Okay. Bear with me one moment. I'm gonna put you on- Actually, they send me a form, yeah. They send me a form but I haven't submitted yet. I just filled out last time but I noticed that I have to add more column for my three kids, so that's why I haven't submit. So, they ask, I asked them and they asked me to call to your company directly. Oh. Okay, no worries. Give me one moment, I'm gonna put you on a brief hold. Okay. Thank you so much for holding. Um, so yes, what you can do is you can have the staffing agency send you an additional dependent sheet and you'll be able to a- put the rest of your dependents. They have form- Oh, so I have to ask them that? Mm-hmm. Oh, okay. Okay, I, I will try to ask them. I don't know but they just asked me to call to your company, so... Yeah. Um, but they have forms. Can I- Um, just ask them for an additional form for the dependents and they'll be

able to provide that to you. Okay, okay. So, uh, I, I cannot, like, uh, enroll directly to, to your company, or just through them? That's what I offered earlier. I said, I can make you an account, but that'll need all your information. I'll need your full social, name, age, date of birth, and phone number, email address, and we can enroll you over the phone. Okay. Yeah. So, let's, let's do that then. Is it okay if I... Okay. What is your full social? 283-670-7000. Okay, and spell your first name for me. Rithychan. R-I-T-H-Y-C-H-A-N. Rithichan. And your last name? Mam... M-A-M, Mam. And what is your address? 111 Pawtucket Lane, Pendergrass, uh, Georgia 30... Uh, and postcode is, uh, 30567. Give me one moment. What was that? Give me one moment. Okay. And you said that was 111 Pawtucket Lane? Yes. Okay. Pendergrass. Mm-hmm. And what is your date of birth? It's, uh, November 2nd, 1981. Okay. And your phone number? 678-449-9759. Okay. And your email address? Rithychan's. R-I-T-H-Y-C-H-A-N-M-A-M@gmail.com. Okay, what plan do you want to enroll in? Um... Let me just see here. Can I select any... Uh... They just, they, they send me the option, that SMS. I... So, I choose the... Wait, wait, wait, wait. I have to form. I chose the Family, the VIP Standard. Okay. Well... Okay, the VIP Standard Family. They've got the, like 46.40, right? Mm-hmm. Yeah, VIP Standard. Yeah. That, that, that is called, like, 46, right? Mm-hmm. 46.40. Yes, sir. And then, I choose, yes, uh, dental, 14. Okay. And vision, it is \$7.52, it's a family. Okay. And, uh, oxygen is four, uh, \$4.00. Okay. And... Yeah, I got... So, is, uh, what, what does it mean, a critical illness? Like a emergency or something like this, you know? No, that's for, um... Give me one second, I have to play this back to you. Okay. So, so critical illness is, is a plan that helps, um, supplement your expenses when you have a covered critical illness that are diagnosed by your doctor. Oh, I don't think they... And the last one, I take life. So, you mean like a life insurance? \$3.13. Okay. And you want that one? Yeah. So that's all. All righty. So your weekly deductions are going to be \$70.53. Is that okay? Which one? The... Yeah, 73, uh, total, right? Yes, your total. Okay. And what's the name of your spouse? Kalian Kim. K-A-..... K-A-L-Y-A-N, Kalyan. Okay, last name? And her last name is K-E-M, Kem. Okay. And her full social? Oh, hold on. Sorry about that. Let me check. Um, so, oh, um, wait, wait, let me check for this also. 009-029-0788. Okay, and her birthday? Oh, what was the... Oh, no. I can't remember. Sorry about that. What's the... Her birthday is, uh, July 13, 1983. Okay, what's your first child's name? Uh, my first child is, uh, N-O-R-E-A-K-N-I-R-O-T-H. Norakniroth. And last name? And, uh, last name, M-E-T, Met. Okay. He's a, he's a boy. Okay, full social? His social is, uh, 691-28-6832. Date of birth? His birthday is, uh, October 19, 2008. Okay, the name of the next child? This child is, uh, C-H-A-N-S-I-E-R-R-A, Chansirra. And her last name is Met, M-E-T, Met. Okay. The, uh, full social? 864-83-2939. His date of birth? November 21, 2010. That is a girl. Okay. And the last child? And the last one... This is N-O-R-E-A-K T-H-O-R-N-I-N, Noraktonin. Okay. And last name, M-E-T. Yeah, last name the same this, the two previous one, Met, M-E-T. Okay, and, uh, uh, full social? 833-76-8070. Date of birth? Date of birth is December 22, 2000 thir- 13. All righty. Okay, so I got all the information there. Um, who would you like to put as the beneficiary for your term life? Uh, just put my wife. Okay. And- It's Kalyan Kem. Yeah. Okay. And it's gonna take one to two weeks for the staff at HHS to start deductions. Once they do, the following Monday you become active and then later that week you'll receive your dental and vision card in the mail, and your medical will go to your email. Okay. Okay, any questions? So for, for, for your insurance so I can use like a, an- any place because of like some regions, I mean, the region checking? Some, some area they don't accept like another

insurance but if, if your insurance is okay like everywhere? You just have to make sure that- Okay. ... the, the office takes the insurance. Okay. Okay. But you have to make sure that the doctor that you're going to accepts the insurance. Um, I don't know. I just, I just ask me, because the last time I, I went wrong since I, I can't remember, but okay. Mm-hmm. Okay, do you have any questions? No, no. So they will send to my mail, right? Your medical will go to your email and your dental and vision will go to your house. Okay. Yeah. Okay. Okay, Jim. Thank you. Do you have any other questions? No, no. I'm good. Thank you so much for calling. You have a great day. Yeah.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who is this you're speaking with?

Speaker speaker_1: Hi, um, Chan.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, um, I got the, this from the POC stuffs agency. So, they asked me like, uh, for the enroll with, uh, this BIC. They had sent me a form, yep.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then I, I filled... I mean, I, I, I, I select some like insurance and for the... I mean, uh, for the, the... I mean, the, the fin, uh, final page it have only two column. Actually, I have three kids, so, uh, I, I just called to ask how, how I add, uh, I add like, uh, my, my, my three more kids on, on, on, on the form. So...

Speaker speaker_0: So, you would have to ask your staffing-

Speaker speaker_1: What should I do?

Speaker speaker_0: ... agency for an additional part.

Speaker speaker_1: Oh.

Speaker speaker_0: Mm-hmm. 3...

Speaker speaker_1: So...

Speaker speaker_0: Or do you want-

Speaker speaker_1: So what should I do now?

Speaker speaker_0: Are you at the staffing agency right now?

Speaker speaker_1: Pardon? Sorry.

Speaker speaker_0: Are you at the staffing agency right now?

Speaker speaker_1: Yes.

Speaker speaker_0: And they had you call us?

Speaker speaker_1: Right now, I'm... Yeah, yeah. Right now, I'm, I'm, I mean, I, I start work with, uh, Caterpillar. They had the TOC staff they sent me there, so they send me the form to enroll, I mean, for the B, B, BIC card. Yeah, BIC insurance.

Speaker speaker_0: So, you already picked your plans that you're wanting?

Speaker speaker_1: Yeah. Last time, I pick it but, um, you know, I select like a family and then they show at the column like dependent coverage sections, they have only two column. Actually, I have three kids. So, how should I, I put my, my, my three kids into that column, so...

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: The company, right? Caterpillar.

Speaker speaker_0: The name of, the name of where you applied.

Speaker speaker_1: Mm-hmm. Mean the, the... PRC Staffing?

Speaker speaker_0: P-O-C?

Speaker speaker_1: P-R-C.

Speaker speaker_0: PRC, okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0700.

Speaker speaker_0: I see. And what's your name?

Speaker speaker_1: Uh, uh, Ricky Chan, and last name is Mom. I'm A-M.

Speaker speaker_0: Okay, so I don't have an account for you yet. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So, we have, we have two different options. I can create you an account but I will need your free... uh, your full social name, address, date of birth, phone number, um, email address, and I can enroll you and add your dependents on, over the phone, or you can go to your staffing agency and ask them for, um, it's possible they have another paper to put more dependents or if they, um... Give me one second. Let me see if I can... Give me one moment. I'm gonna put you on a brief hold.

Speaker speaker_1: Yeah. I, I asked them and then they just sent me to call like, uh, your, your, your company number, so...

Speaker speaker_0: Okay. Bear with me one moment. I'm gonna put you on-

Speaker speaker_1: Actually, they send me a form, yeah. They send me a form but I haven't submitted yet. I just filled out last time but I noticed that I have to add more column for my

three kids, so that's why I haven't submit. So, they ask, I asked them and they asked me to call to your company directly.

Speaker speaker_0: Oh. Okay, no worries. Give me one moment, I'm gonna put you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding. Um, so yes, what you can do is you can have the staffing agency send you an additional dependent sheet and you'll be able to a- put the rest of your dependents. They have form-

Speaker speaker_1: Oh, so I have to ask them that?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. Okay, I, I will try to ask them. I don't know but they just asked me to call to your company, so...

Speaker speaker_0: Yeah. Um, but they have forms.

Speaker speaker_1: Can I-

Speaker speaker_0: Um, just ask them for an additional form for the dependents and they'll be able to provide that to you.

Speaker speaker_1: Okay, okay. So, uh, I, I cannot, like, uh, enroll directly to, to your company, or just through them?

Speaker speaker_0: That's what I offered earlier. I said, I can make you an account, but that'll need all your information. I'll need your full social, name, age, date of birth, and phone number, email address, and we can enroll you over the phone.

Speaker speaker_1: Okay. Yeah. So, let's, let's do that then. Is it okay if I...

Speaker speaker_0: Okay. What is your full social?

Speaker speaker_1: 283-670-7000.

Speaker speaker_0: Okay, and spell your first name for me.

Speaker speaker_1: Rithychan. R-I-T-H-Y-C-H-A-N. Rithichan.

Speaker speaker_0: And your last name?

Speaker speaker_1: Mam... M-A-M, Mam.

Speaker speaker_0: And what is your address?

Speaker speaker_1: 111 Pawtucket Lane, Pendergrass, uh, Georgia 30... Uh, and postcode is, uh, 30567.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: What was that?

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And you said that was 111 Pawtucket Lane?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Pendergrass.

Speaker speaker_0: Mm-hmm. And what is your date of birth?

Speaker speaker_1: It's, uh, November 2nd, 1981.

Speaker speaker_0: Okay. And your phone number?

Speaker speaker_1: 678-449-9759.

Speaker speaker_0: Okay. And your email address?

Speaker speaker_1: Rithychan's. R-I-T-H-Y-C-H-A-N-M-A-M@gmail.com.

Speaker speaker_0: Okay, what plan do you want to enroll in?

Speaker speaker_1: Um... Let me just see here. Can I select any... Uh... They just, they, they send me the option, that SMS. I... So, I choose the... Wait, wait, wait, wait. I have to form. I chose the Family, the VIP Standard.

Speaker speaker_0: Okay.

Speaker speaker_1: Well...

Speaker speaker_0: Okay, the VIP Standard Family.

Speaker speaker_1: They've got the, like 46.40, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, VIP Standard. Yeah. That, that, that is called, like, 46, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 46.40.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And then, I choose, yes, uh, dental, 14.

Speaker speaker_0: Okay.

Speaker speaker_1: And vision, it is \$7.52, it's a family.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, oxygen is four, uh, \$4.00.

Speaker speaker_0: Okay.

Speaker speaker_1: And... Yeah, I got... So, is, uh, what, what does it mean, a critical illness? Like a emergency or something like this, you know?

Speaker speaker_0: No, that's for, um... Give me one second, I have to play this back to you. Okay. So, so critical illness is, is a plan that helps, um, supplement your expenses when you have a covered critical illness that are diagnosed by your doctor.

Speaker speaker_1: Oh, I don't think they... And the last one, I take life.

Speaker speaker_0: So, you mean like a life insurance?

Speaker speaker_1: \$3.13.

Speaker speaker_0: Okay. And you want that one?

Speaker speaker_1: Yeah. So that's all.

Speaker speaker_0: All righty. So your weekly deductions are going to be \$70.53. Is that okay?

Speaker speaker_1: Which one? The... Yeah, 73, uh, total, right?

Speaker speaker_0: Yes, your total.

Speaker speaker_1: Okay.

Speaker speaker_0: And what's the name of your spouse?

Speaker speaker_1: Kalian Kim. K-A..... K-A-L-Y-A-N, Kalyan.

Speaker speaker_0: Okay, last name?

Speaker speaker_1: And her last name is K-E-M, Kem.

Speaker speaker_0: Okay. And her full social?

Speaker speaker_1: Oh, hold on. Sorry about that. Let me check. Um, so, oh, um, wait, wait, let me check for this also. 009-029-0788.

Speaker speaker_0: Okay, and her birthday?

Speaker speaker_1: Oh, what was the... Oh, no. I can't remember. Sorry about that. What's the... Her birthday is, uh, July 13, 1983.

Speaker speaker_0: Okay, what's your first child's name?

Speaker speaker_1: Uh, my first child is, uh, N-O-R-E-A-K-N-I-R-O-T-H. Norakniroth.

Speaker speaker_0: And last name?

Speaker speaker_1: And, uh, last name, M-E-T, Met.

Speaker speaker_0: Okay.

Speaker speaker_1: He's a, he's a boy.

Speaker speaker_0: Okay, full social?

Speaker speaker_1: His social is, uh, 691-28-6832.

Speaker speaker_0: Date of birth?

Speaker speaker_1: His birthday is, uh, October 19, 2008.

Speaker speaker_0: Okay, the name of the next child?

Speaker speaker_1: This child is, uh, C-H-A-N-S-I-E-R-R-A, Chansirra. And her last name is Met, M-E-T, Met.

Speaker speaker_0: Okay. The, uh, full social?

Speaker speaker_1: 864-83-2939.

Speaker speaker_0: His date of birth?

Speaker speaker_1: November 21, 2010. That is a girl.

Speaker speaker_0: Okay. And the last child?

Speaker speaker_1: And the last one... This is N-O-R-E-A-K T-H-O-R-N-I-N, Noraktonin.

Speaker speaker_0: Okay.

Speaker speaker_1: And last name, M-E-T. Yeah, last name the same this, the two previous one, Met, M-E-T.

Speaker speaker_0: Okay, and, uh, uh, full social?

Speaker speaker_1: 833-76-8070.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Date of birth is December 22, 2000 thir- 13.

Speaker speaker_0: All righty. Okay, so I got all the information there. Um, who would you like to put as the beneficiary for your term life?

Speaker speaker_1: Uh, just put my wife.

Speaker speaker_0: Okay. And-

Speaker speaker_1: It's Kalyan Kem. Yeah.

Speaker speaker_0: Okay. And it's gonna take one to two weeks for the staff at HHS to start deductions. Once they do, the following Monday you become active and then later that week you'll receive your dental and vision card in the mail, and your medical will go to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, any questions?

Speaker speaker_1: So for, for, for your insurance so I can use like a, an- any place because of like some regions, I mean, the region checking? Some, some area they don't accept like another insurance but if, if your insurance is okay like everywhere?

Speaker speaker_0: You just have to make sure that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the, the office takes the insurance.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: But you have to make sure that the doctor that you're going to accepts the insurance.

Speaker speaker_1: Um, I don't know. I just, I just ask me, because the last time I, I went wrong since I, I can't remember, but okay.

Speaker speaker_0: Mm-hmm. Okay, do you have any questions?

Speaker speaker_1: No, no. So they will send to my mail, right?

Speaker speaker_0: Your medical will go to your email and your dental and vision will go to your house.

Speaker speaker_1: Okay. Yeah. Okay.

Speaker speaker_0: Okay, Jim.

Speaker speaker_1: Thank you.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: No, no. I'm good.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Yeah.