

## Transcript: VICTORIA

Taylor-4772637726654464-6460846361722880

### Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello, this is John Doekotte. Hi, how can I help? Uh, I'm with Honey Doekotte, I'm the wife. I forgot what I have, so he wants the same as mine. The same insurances? The insurance, the benefits, but I forgot which one. Can you, can you, uh, look? Okay. To see which one my wife has? I think mine is a CIP Standard, I think. I have that. Okay, what's the name of the agency you work for? Doherty. And the last four of your social? 3134. And, I'm sorry, your first and last name? Honey Doekotte. Okay, do you mind verifying your address and date of birth? 210 3rd Street Southeast Melrose, Minnesota, 56352, born 18-73. And then phone number is 320-874-1140? Yes. And then email is firstname.lastname@gmail.com? Correct. Okay. Cool. So I see that you're pending for enrollment, um, as far as medical is concerned, it looks like you selected the MEC Enhanced. Yeah. So my husband now need to enroll and I, I believe I want him the same as mine. Yeah. So how to do it, f? Okay, is he also an employee of Doherty? Yes. Well, oh, yeah, I will be. Yeah. My only issue is f? Okay, give me one second. Uh, can you do on your side, or I need to do in my side? No, I can do it on my side, just give me just one second, okay? Okay, thank you. Sir, um, have you received your first paycheck yet? Not yet. No, I have orientation, uh, June 2nd. I still got five more work days at my job that now I'm working at. Okay, so if you have not started working with Doherty Staffing, I'm going to have to make a file for you, and then once I get your file made, I'll be able to enroll you from there. Okay. What is your first and last name? John, J-O-H-N, Doekotte, D-O-E-T-K-O-T-T. D-O-E-C-K-O-T-E? No, D-O-E-T-K-O-T-T. Okay, so D-O-E-C-K-O-T-T? No, the C is a T. D-O-E-T. Okay, so D as in dog, O as in Oscar, E as in echo, T as in tango. What is after that? K as in kite, O as in Oscar, T as in tango, T as in tango. Okay, your full social? 4471-80-9349. And your date of birth? 05/09/64. Okay, and then what is your mailing address? 210 3rd Street Southeast Melrose, Minnesota, 56352. Okay, and then what would be a good phone number for you? 320-217-3498. Okay, and then lastly, a good email? That's my name, that's john.doetkott@yahoo.com. Okay, so first name.your last name@yahoo.com? Yeah. Okay, so you're wanting the same medical plan that she has which, again, that would be the MEC Enhanced. Now, is there anything else that you're wanting to enroll into? Yes, because I don't have, uh, right now he was working at Cold Spring and, uh, my medical of dental and vision go to him. So I want to add medic, uh, vision and dental for family, so John and me, that's all... Okay, so... okay, so how are you guys wanting to do this? Because you can enroll, you can change the enrollment on your file to employee plus family. So you can do that. Oh. Or like employee plus spouse. So he doesn't necessarily have to enroll through his information if you're just wanting to carry him on your policies. Is that how you want to do this? Oh, like that? Yeah. Oh, how much different? So for everything that you're enrolled into currently, that's the Free Rx, the MEC Enhanced, the group accident, critical illness, term life and the ID experts

for employee only...So if you do that, is it just him that you're wanting to add on? Yes. Okay. Give me one second. Okay. Um... Let's see. All right. So FreeRx, MEC Enhance, Group Accident, Critical Illness, Term Life, and the ID Experts. So for employee plus spouse, it would be \$91.12 a week. Oh, so if wha- myself is 43, is with spouse 93? For employee only it's \$56.62. For employee plus spouse it's \$91.12. Oh, so it's more cheaper though. Yeah. Okay, I do that. But, uh, add the dental and vision. Okay, so that's going to bring up the cost. Dental and vision for employee plus spouse along with the FreeRx, the Term Life, Critical Illness, Group Accident, MEC Enhance, and the ID Experts, that comes up to a total of \$101.64 a week. Okay. Yes. Okay. And just to make sure I'm understanding, you're wanting to make these changes to your enrollment instead of having him make his own enrollment, is that correct? That's what I, I want to discuss. Yeah. If, if it's more cheaper under me then I go on, on me. But it's not- It's, it's not going to be... It's not going to be cheaper, ma'am. The enrollment, I just told you the enrollment for employee only. So, if he gets the exact same plans for employee only that you're enrolled into which is the FreeRx, MEC Enhance, Group Accident, Critical Illness, Term Life and the ID Experts, regardless, it is \$56.62 a week for employee only. Yes. With family it's 101, so it's more cheaper. No, not with family. For employee plus spouse it is \$101.64. Yeah, so that's 11, \$11 cheaper. Yeah, \$11 cheaper. So yeah, I do with the spouse. Okay. So I'm going to go ahead and change your enrollment to what we discussed. And that way he does not need to enroll on his end. Okay, so I just put decline, yeah? No, no, no. You don't do anything. I'm going to do everything on my end. Okay. So I'm going to go ahead and switch it to the FreeRx for employee plus spouse, Dental, Term Life, Vision, Critical Illness, Group Accident, MEC Enhance and the ID Experts to employee plus spouse, which will come out to \$101.64. Yeah. So since I'm making these changes on my end, there is nothing you need to do. Okay. But let me go ahead and get his information again because since we're not making him a file, it erased. But I do need his information to list him as a dependent. Okay. Okay. Okay. Let's see. First name is Shawn. Is that correct? Yeah. Last name is the same, D-O-E-T-K-O-T-T? Yeah. Date of birth? 5/9/64. Okay. And then your full Social for me. 471809349. Okay. And, uh, ma'am, who did you want to name as the beneficiary for your Term Life? What's that mean? That's the, the, the beneficiary is who would get the benefit amount of \$20,000 in the ev- in the event of your passing. Oh, okay. So if I passing, who benefit is my husband. If he passing who benefit, it's the wife. Yeah. So in the event of your... You, you have the Term Life selected here. So the Term Life is basically in the event of your passing, your beneficiary will get the amount of \$20,000. So whoever you want to name as the beneficiary, that's who would get the 25,000, or I'm sorry, \$20,000. Okay. Now in the event of your spouse's passing, you would get the benefit amount of \$2,500. Oh, why so not the same? I, I'm not too sure, to be honest with you. I'm just the benefits administrator for your employer. That's just the Term Life policy that they offer. Oh, I thought it's the same. So, uh, then need to add for himself for, uh, if accident happen, he pass away, with the \$20,000, the same? How much to add? There's not a way to add that, ma'am. There's only one Term Life policy and it is employees... I- in the event of the employee's passing, your beneficiary gets \$20,000. Spouse's spous- passing, you get \$2,500. Children, six months up to 26, \$2,500. Children, 14 days up to, to six months is \$500 that you would get for that. But there's not a way to increase these amounts. Oh, okay. It's the only term life policy. Okay. So, I already worked under Dorothy yesterday, but he will work on June 2nd. So, when June 2nd he work, then we can add for himself for the life, right? As a employee? Well, I mean, I don't

see why you guys would, because you're already paying, you're gonna be paying for it on your end. That's why we made the changes on your file for- Oh, but when he passed, I just get 2,500. That's not enough. Yes, ma'am. There's not a way, there's no way to increase that. Oh. That's just the term life policy being offered. Dependents usually get less than the actual employee. Understand. So, uh, I'm sorry. I, I, I repeat again, if himself same benefit as I have, but add vision and dental only for the family, uh, how much? Okay. So, I'm, I'm a little confused. W- what are you asking? So, I'm asking right now, by my, my benefit coverage is MIC for myself. So- Well, I just, I just switched it, because you said to switch it to employee plus spouse. Yes, I understand that, but when I heard about if something happened to him, I only got \$2,500, it's unfair. So I wanna switch for himself, like mine, so if something happen to him, I got \$20,000. You know? Uh, uh, uh, same like when I have something happen to me, he got \$20,000. Okay. So, we're gonna be... We're gonna be switching it back to employee only and then making a file for him to, to enroll into the same elections? Yes. If... No, it's 63- Okay. Yeah, yeah. Be- better like that. And, uh, and- Okay. I'm Yeah. ... add vision and dental, that's it. Okay, you're gonna have to give me a few minutes, 'cause I'm gonna have to do all of this over again. Of course. But before I do that, are you sure that you just wanna keep the elections for yourself, FreeRx, MEC Enhanced, group accident, dental, critical illness, term life, vision and ID experts for employee only on your file? Yes. Okay. Give me a few seconds, please. Thank you. It's gonna cost you a bunch of dollars more. Yeah. What, you think I'm gonna die too soon, or? No. But better like that. No one know when die. But then they'd have to put you, your kids on their life insurance, like they're doing with Brian now, you see? 'Cause they're under 26. Your ch- your kids aren't even turning six, never mind. God bless them. Okay, I'm just gonna read this out to make sure I get everything correct. Um, FreeRx, dental, term life, vision, critical illness, group accident and MEC Enhanced for employee only. Yes. So again, that's gonna be \$60.19 for you, for employee only. And then, who did you want to name as your beneficiary? John Dotcots. Okay. Okay, sir. I am so sorry. Again, we're, I'm gonna have to get all your information here. Yep. Can you repeat your full social for me? 47180 9349. 47180- 9349. Okay. Let's see. And your date of birth? 5/9/64. Address is gonna be the same, the 210 3rd Street Southeast? Yes. Okay. What is your phone number again? 320-217-3498. I'm sorry, the phone was breaking up. 320-217-39- 3498. 3498? Yeah. And then I believe your email was just your first name.Your last name@Gmail? Yeah. Okay. All right, so FreeRx, are you, uh, you're one in the same as that c- elections as her, is correct? Yeah. Okay. So, let me just read this out to make sure I get this right, 'cause there's a couple different things going on on my screen. There's the FreeRx, the MEC Enhanced-Group accident, dental, critical illness, term life, vision and the ID experts. Is that correct? Yeah. Okay. Who did you want to name as the beneficiary for your term life policy? My wife, Mandy. Okay. All right, let me make sure everything goes through for you. Alrighty. So, you guys are both good to go. Now, keep in mind, any time we enroll, any time we make changes to the enrollment, any cancellations, all of that works on a one to two week time period. So, it will take about one to two weeks for these enrollments and changes to be processed through your payroll department. When you look at your pay stub and you see the deduction, uh, being made out of your check for the coverage, which should come out to a total of \$61.99, uh... I'm sorry. Let's see. Give me one second. 'Cause now the pricing is a little bit different, a little bit off. Okay. So, the, the pricing is showing off on my end, so I need to make sure I'm getting this right, and it's a little confusing because I'm having to look at two files at once, so I do

apologize about this, guys. Okay. So, we're wanting the free RX, the MEC-enhance, the group accident, the dental, critical illness, term life and the vision. Are we wanting the ID experts or is that it? Yeah. You're wanting- It's the- ... the ID experts? Yes. Okay. ID expert is the per-protection, right? Yes. Uh-huh. Okay. Yes, it's only \$1 or something. Okay. Okay. All right. So, I, I believe I got everything right. Both of you are enrolled into free RX, dental, term life, vision, critical illness, um, group accident, the MEC enhance and the ID experts for employee only on both of your files, so it should come out to a total of \$61.99. Okay. Now, you may not see this deduction until two weeks from now. Once you do see that deduction, coverage will start the following Monday. Okay. Now, once the coverage is active, ID cards are made and sent to you within seven to ten business days. Okay. You'll get the dental and the vision mailed to you. The medical, um, you're gonna get a preventative medical ID card in the mail and then a non-preventative ID card, uh, by email. Okay. Alrighty. So, I think I got you guys good to go. Um, was there anything else you might need help with today? No. Good now. Thank you. Bye. You're welcome. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_1: Hello, this is John Doekotte.

Speaker speaker\_0: Hi, how can I help?

Speaker speaker\_2: Uh, I'm with Honey Doekotte, I'm the wife. I forgot what I have, so he wants the same as mine.

Speaker speaker\_1: The same insurances?

Speaker speaker\_2: The insurance, the benefits, but I forgot which one. Can you, can you, uh, look?

Speaker speaker\_0: Okay.

Speaker speaker\_1: To see which one my wife has?

Speaker speaker\_2: I think mine is a CIP Standard, I think. I have that.

Speaker speaker\_0: Okay, what's the name of the agency you work for?

Speaker speaker\_2: Doherty.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_2: 3134.

Speaker speaker\_0: And, I'm sorry, your first and last name?

Speaker speaker\_2: Honey Doekotte.

Speaker speaker\_0: Okay, do you mind verifying your address and date of birth?

Speaker speaker\_2: 210 3rd Street Southeast Melrose, Minnesota, 56352, born 18-73.

Speaker speaker\_0: And then phone number is 320-874-1140?

Speaker speaker\_2: Yes.

Speaker speaker\_0: And then email is firstname.lastname@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Cool.

Speaker speaker\_0: So I see that you're pending for enrollment, um, as far as medical is concerned, it looks like you selected the MEC Enhanced.

Speaker speaker\_2: Yeah. So my husband now need to enroll and I, I believe I want him the same as mine.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: So how to do it, *f*?

Speaker speaker\_0: Okay, is he also an employee of Doherty?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Well, oh, yeah, I will be. Yeah. My only issue is *f*?

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_2: Uh, can you do on your side, or I need to do in my side?

Speaker speaker\_0: No, I can do it on my side, just give me just one second, okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_0: Sir, um, have you received your first paycheck yet?

Speaker speaker\_2: Not yet.

Speaker speaker\_1: No, I have orientation, uh, June 2nd. I still got five more work days at my job that now I'm working at.

Speaker speaker\_0: Okay, so if you have not started working with Doherty Staffing, I'm going to have to make a file for you, and then once I get your file made, I'll be able to enroll you from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is your first and last name?

Speaker speaker\_1: John, J-O-H-N, Doekotte, D-O-E-T-K-O-T-T.

Speaker speaker\_0: D-O-E-C-K-O-T-E?

Speaker speaker\_1: No, D-O-E-T-K-O-T-T.

Speaker speaker\_0: Okay, so D-O-E-C-K-O-T-T?

Speaker speaker\_1: No, the C is a T. D-O-E-T.

Speaker speaker\_0: Okay, so D as in dog, O as in Oscar, E as in echo, T as in tango. What is after that?

Speaker speaker\_1: K as in kite, O as in Oscar, T as in tango, T as in tango.

Speaker speaker\_0: Okay, your full social?

Speaker speaker\_1: 4471-80-9349.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 05/09/'64.

Speaker speaker\_0: Okay, and then what is your mailing address?

Speaker speaker\_1: 210 3rd Street Southeast Melrose, Minnesota, 56352.

Speaker speaker\_0: Okay, and then what would be a good phone number for you?

Speaker speaker\_1: 320-217-3498.

Speaker speaker\_0: Okay, and then lastly, a good email?

Speaker speaker\_1: That's my name, that's john.doetkott@yahoo.com.

Speaker speaker\_0: Okay, so first name.your last name@yahoo.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so you're wanting the same medical plan that she has which, again, that would be the MEC Enhanced. Now, is there anything else that you're wanting to enroll into?

Speaker speaker\_2: Yes, because I don't have, uh, right now he was working at Cold Spring and, uh, my medical of dental and vision go to him. So I want to add medic, uh, vision and dental for family, so John and me, that's all...

Speaker speaker\_0: Okay, so... okay, so how are you guys wanting to do this? Because you can enroll, you can change the enrollment on your file to employee plus family. So you can do that.

Speaker speaker\_2: Oh.

Speaker speaker\_0: Or like employee plus spouse. So he doesn't necessarily have to enroll through his information if you're just wanting to carry him on your policies. Is that how you want to do this?

Speaker speaker\_2: Oh, like that?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Oh, how much different?

Speaker speaker\_0: So for everything that you're enrolled into currently, that's the Free Rx, the MEC Enhanced, the group accident, critical illness, term life and the ID experts for employee only...So if you do that, is it just him that you're wanting to add on?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. Give me one second. Okay. Um... Let's see. All right. So FreeRx, MEC Enhance, Group Accident, Critical Illness, Term Life, and the ID Experts. So for employee plus spouse, it would be \$91.12 a week.

Speaker speaker\_2: Oh, so if wha- myself is 43, is with spouse 93?

Speaker speaker\_0: For employee only it's \$56.62. For employee plus spouse it's \$91.12.

Speaker speaker\_2: Oh, so it's more cheaper though.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Okay, I do that. But, uh, add the dental and vision.

Speaker speaker\_0: Okay, so that's going to bring up the cost. Dental and vision for employee plus spouse along with the FreeRx, the Term Life, Critical Illness, Group Accident, MEC Enhance, and the ID Experts, that comes up to a total of \$101.64 a week.

Speaker speaker\_2: Okay. Yes.

Speaker speaker\_0: Okay. And just to make sure I'm understanding, you're wanting to make these changes to your enrollment instead of having him make his own enrollment, is that correct?

Speaker speaker\_2: That's what I, I want to discuss.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: If, if it's more cheaper under me then I go on, on me. But it's not-

Speaker speaker\_0: It's, it's not going to be... It's not going to be cheaper, ma'am. The enrollment, I just told you the enrollment for employee only. So, if he gets the exact same plans for employee only that you're enrolled into which is the FreeRx, MEC Enhance, Group Accident, Critical Illness, Term Life and the ID Experts, regardless, it is \$56.62 a week for employee only.

Speaker speaker\_2: Yes. With family it's 101, so it's more cheaper.

Speaker speaker\_0: No, not with family. For employee plus spouse it is \$101.64.

Speaker speaker\_3: Yeah, so that's 11, \$11 cheaper.

Speaker speaker\_2: Yeah, \$11 cheaper. So yeah, I do with the spouse.

Speaker speaker\_0: Okay. So I'm going to go ahead and change your enrollment to what we discussed. And that way he does not need to enroll on his end.

Speaker speaker\_2: Okay, so I just put decline, yeah?

Speaker speaker\_0: No, no, no. You don't do anything. I'm going to do everything on my end.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So I'm going to go ahead and switch it to the FreeRx for employee plus spouse, Dental, Term Life, Vision, Critical Illness, Group Accident, MEC Enhance and the ID Experts to employee plus spouse, which will come out to \$101.64.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: So since I'm making these changes on my end, there is nothing you need to do.

Speaker speaker\_2: Okay.

Speaker speaker\_0: But let me go ahead and get his information again because since we're not making him a file, it erased. But I do need his information to list him as a dependent.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Okay. Let's see. First name is Shawn. Is that correct?

Speaker speaker\_3: Yeah.

Speaker speaker\_0: Last name is the same, D-O-E-T-K-O-T-T?

Speaker speaker\_3: Yeah.

Speaker speaker\_0: Date of birth?

Speaker speaker\_3: 5/9/64.

Speaker speaker\_0: Okay. And then your full Social for me.

Speaker speaker\_3: 471809349.

Speaker speaker\_0: Okay. And, uh, ma'am, who did you want to name as the beneficiary for your Term Life?

Speaker speaker\_2: What's that mean?

Speaker speaker\_0: That's the, the, the beneficiary is who would get the benefit amount of \$20,000 in the ev- in the event of your passing.

Speaker speaker\_2: Oh, okay. So if I passing, who benefit is my husband. If he passing who benefit, it's the wife.



Speaker speaker\_0: Yeah. So in the event of your... You, you have the Term Life selected here. So the Term Life is basically in the event of your passing, your beneficiary will get the amount of \$20,000. So whoever you want to name as the beneficiary, that's who would get the 25,000, or I'm sorry, \$20,000.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Now in the event of your spouse's passing, you would get the benefit amount of \$2,500.

Speaker speaker\_2: Oh, why so not the same?

Speaker speaker\_0: I, I'm not too sure, to be honest with you. I'm just the benefits administrator for your employer. That's just the Term Life policy that they offer.

Speaker speaker\_2: Oh, I thought it's the same. So, uh, then need to add for himself for, uh, if accident happen, he pass away, with the \$20,000, the same? How much to add?

Speaker speaker\_0: There's not a way to add that, ma'am. There's only one Term Life policy and it is employees... I- in the event of the employee's passing, your beneficiary gets \$20,000. Spouse's spous- passing, you get \$2,500. Children, six months up to 26, \$2,500. Children, 14 days up to, to six months is \$500 that you would get for that. But there's not a way to increase these amounts.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: It's the only term life policy.

Speaker speaker\_2: Okay. So, I already worked under Dorothy yesterday, but he will work on June 2nd. So, when June 2nd he work, then we can add for himself for the life, right? As a employee?

Speaker speaker\_0: Well, I mean, I don't see why you guys would, because you're already paying, you're gonna be paying for it on your end. That's why we made the changes on your file for-

Speaker speaker\_2: Oh, but when he passed, I just get 2,500. That's not enough.

Speaker speaker\_0: Yes, ma'am. There's not a way, there's no way to increase that.

Speaker speaker\_2: Oh.

Speaker speaker\_0: That's just the term life policy being offered. Dependents usually get less than the actual employee.

Speaker speaker\_2: Understand. So, uh, I'm sorry. I, I, I repeat again, if himself same benefit as I have, but add vision and dental only for the family, uh, how much?

Speaker speaker\_0: Okay. So, I'm, I'm a little confused. W- what are you asking?

Speaker speaker\_2: So, I'm asking right now, by my, my benefit coverage is MIC for myself. So-

Speaker speaker\_0: Well, I just, I just switched it, because you said to switch it to employee plus spouse.

Speaker speaker\_2: Yes, I understand that, but when I heard about if something happened to him, I only got \$2,500, it's unfair. So I wanna switch for himself, like mine, so if something happen to him, I got \$20,000. You know? Uh, uh, uh, same like when I have something happen to me, he got \$20,000.

Speaker speaker\_0: Okay. So, we're gonna be... We're gonna be switching it back to employee only and then making a file for him to, to enroll into the same elections?

Speaker speaker\_2: Yes. If... No, it's 63-

Speaker speaker\_0: Okay.

Speaker speaker\_2: Yeah, yeah. Be- better like that. And, uh, and-

Speaker speaker\_0: Okay. I'm

Speaker speaker\_4: Yeah.

Speaker speaker\_2: ... add vision and dental, that's it.

Speaker speaker\_0: Okay, you're gonna have to give me a few minutes, 'cause I'm gonna have to do all of this over again.

Speaker speaker\_2: Of course.

Speaker speaker\_0: But before I do that, are you sure that you just wanna keep the elections for yourself, FreeRx, MEC Enhanced, group accident, dental, critical illness, term life, vision and ID experts for employee only on your file?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. Give me a few seconds, please.

Speaker speaker\_2: Thank you.

Speaker speaker\_4: It's gonna cost you a bunch of dollars more.

Speaker speaker\_2: Yeah.

Speaker speaker\_4: What, you think I'm gonna die too soon, or?

Speaker speaker\_2: No. But better like that. No one know when die.

Speaker speaker\_4: But then they'd have to put you, your kids on their life insurance, like they're doing with Brian now, you see? 'Cause they're under 26. Your ch- your kids aren't even turning six, never mind. God bless them.

Speaker speaker\_0: Okay, I'm just gonna read this out to make sure I get everything correct. Um, FreeRx, dental, term life, vision, critical illness, group accident and MEC Enhanced for employee only.

Speaker speaker\_2: Yes.

Speaker speaker\_0: So again, that's gonna be \$60.19 for you, for employee only. And then, who did you want to name as your beneficiary?

Speaker speaker\_2: John Dotcots.

Speaker speaker\_0: Okay. Okay, sir. I am so sorry. Again, we're, I'm gonna have to get all your information here.

Speaker speaker\_4: Yep.

Speaker speaker\_0: Can you repeat your full social for me?

Speaker speaker\_4: 47180 9349.

Speaker speaker\_0: 47180-

Speaker speaker\_4: 9349.

Speaker speaker\_0: Okay. Let's see. And your date of birth?

Speaker speaker\_4: 5/9/64.

Speaker speaker\_0: Address is gonna be the same, the 210 3rd Street Southeast?

Speaker speaker\_4: Yes.

Speaker speaker\_0: Okay. What is your phone number again?

Speaker speaker\_4: 320-217-3498.

Speaker speaker\_0: I'm sorry, the phone was breaking up. 320-217-39- 3498. 3498?

Speaker speaker\_4: Yeah.

Speaker speaker\_0: And then I believe your email was just your first name.Your last name@Gmail?

Speaker speaker\_4: Yeah.

Speaker speaker\_0: Okay. All right, so FreeRx, are you, uh, you're one in the same as that c-elections as her, is correct?

Speaker speaker\_4: Yeah.

Speaker speaker\_0: Okay. So, let me just read this out to make sure I get this right, 'cause there's a couple different things going on on my screen. There's the FreeRx, the MEC Enhanced-Group accident, dental, critical illness, term life, vision and the ID experts. Is that correct?

Speaker speaker\_5: Yeah.

Speaker speaker\_0: Okay. Who did you want to name as the beneficiary for your term life policy?

Speaker speaker\_5: My wife, Mandy.

Speaker speaker\_0: Okay. All right, let me make sure everything goes through for you. Alrighty. So, you guys are both good to go. Now, keep in mind, any time we enroll, any time we make changes to the enrollment, any cancellations, all of that works on a one to two week time period. So, it will take about one to two weeks for these enrollments and changes to be processed through your payroll department. When you look at your pay stub and you see the deduction, uh, being made out of your check for the coverage, which should come out to a total of \$61.99, uh... I'm sorry. Let's see. Give me one second. 'Cause now the pricing is a little bit different, a little bit off. Okay. So, the, the pricing is showing off on my end, so I need to make sure I'm getting this right, and it's a little confusing because I'm having to look at two files at once, so I do apologize about this, guys. Okay. So, we're wanting the free RX, the MEC-enhance, the group accident, the dental, critical illness, term life and the vision. Are we wanting the ID experts or is that it?

Speaker speaker\_6: Yeah.

Speaker speaker\_0: You're wanting-

Speaker speaker\_6: It's the-

Speaker speaker\_0: ... the ID experts?

Speaker speaker\_6: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_6: ID expert is the per- protection, right?

Speaker speaker\_0: Yes. Uh-huh.

Speaker speaker\_6: Okay. Yes, it's only \$1 or something.

Speaker speaker\_0: Okay. Okay. All right. So, I, I believe I got everything right. Both of you are enrolled into free RX, dental, term life, vision, critical illness, um, group accident, the MEC enhance and the ID experts for employee only on both of your files, so it should come out to a total of \$61.99.

Speaker speaker\_6: Okay.

Speaker speaker\_0: Now, you may not see this deduction until two weeks from now. Once you do see that deduction, coverage will start the following Monday.

Speaker speaker\_6: Okay.

Speaker speaker\_0: Now, once the coverage is active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_6: Okay.

Speaker speaker\_0: You'll get the dental and the vision mailed to you. The medical, um, you're gonna get a preventative medical ID card in the mail and then a non-preventative ID

card, uh, by email.

Speaker speaker\_6: Okay.

Speaker speaker\_0: Alrighty. So, I think I got you guys good to go. Um, was there anything else you might need help with today?

Speaker speaker\_6: No. Good now. Thank you. Bye.

Speaker speaker\_0: You're welcome. Bye-bye.