

## Transcript: VICTORIA

**Taylor-5000659951992832-5694479035318272**

### Full Transcript

Thank you for benefits on a car. This is Victoria. How can I help you? Yes, uh, I just started, uh, working with, um, Bean... Dad damn. What, what is the name of that place? Um... Uh, I was supposed to do my, uh, insurance. They, they called and left me a message. Hold on. Try now. That's not it. Come on, slow phone. Uh, B, P... Come on. It's a temp place. B... B.G. something. BG Staffing? That might be it. Hold on. Let me look it up 'cause I don't wanna send you to the wrong place. But yeah, it's a staffing place. Okay, okay. B-G-S-F. Okay. Um, and the last four of your Social? 9253. And then, uh, your first and last name. My first and last name? Just, yeah- Oh, Janelle Bags. I'm sorry. I'm, I'm overreadin' the email. You're fine. All right. Uh, do you mind verifying your address and date of birth? May 21st, 1984. 1226 Dita Street, Jacksonville, Florida, zip code 32254. And phone number 561-621-6658? Yes, ma'am. Okay. And email is just gonna be J-N-I-L-L-A27 at Gmail. Yes, ma'am. Okay. Um, okay. So, it looks like we received a enrollment form that you filled out on the 13th of February. Um, it looks like there's a couple things we needed to clarify. So, are you wanting coverage for just you and your spouse? Or- No. Me and my son. Ew. No, um, no, I'm not married. It's for me and my son. Okay. Um, and then are you wanting the dental, um, term life and the... Let's see. Okay. So, are you wanting the dental term life and the vision for you and your child? Yes, I do. And then the short-term disability for yourself? Yes, ma'am. Okay. Give me one second. Dental, term life, vision and then sh- Okay. So for the dental term life, vision, employee plus child and then the short-term disability for employee only, it looks like it would come out to a total of \$19.51. Mm-hmm. And then let me- Yeah. ... get your child listed. Devin and Davin. Is it... Is it Devin Black? Davin. Oh, Davin. Okay. Davin. I- Everybody you see, you pronounce. Gotcha. It's apostrophe between the two V's. But it won't- Oh, there is? ... let me do that. Yes, ma'am. Okay. Let me fix that. Da-vin. Yeah, it's apostrophe between the two V's. Okay. And then date of birth is gonna be March 8th, 2004. And just to make sure we got the Social right, looks like it is 771-2854277. Yes, ma'am. Okay. Then, doo-doo-doo-doo. And then, it looks like you wanna list your daughter as the beneficiary for the term life? Well, both... Actually, I would like to put both of 'em, but I thought could only put one. Okay. I mean, I could put both. Um, it would be 50/50 between them. That's fine. Okay. That is fine. All right. So I think I got you all set here. Now typically, um, it takes about one to two weeks for the enrollment to fully be processed through payroll. So, you may not see that first payroll deduction until two weeks from now. Um, when you do- Okay. ... it'll begin being taken out of your check. Coverage will start the following Monday. And then, uh, once the coverage is active, your policy information and ID cards are made and sent to you within 7 to 10 business days. Okay. Yeah. It looks like that's all we needed, and I went ahead and made the changes and got you all up-to-date now. Um, was there anything maybe you had questions on? Hello? Are you still there? Can you still hear me? Hello? Hello? Hello? Can you hear me? If you can still hear me, um, I cannot hear

you, um, but I did go ahead and change the enrollment. Um, and if you have any other questions, just feel free to give us a call back. Disconnecting call due to no response.

## Conversation Format

Speaker speaker\_0: Thank you for benefits on a car. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, uh, I just started, uh, working with, um, Bean... Dad damn. What, what is the name of that place? Um... Uh, I was supposed to do my, uh, insurance. They, they called and left me a message. Hold on. Try now. That's not it. Come on, slow phone. Uh, B, P... Come on. It's a temp place. B... B.G. something.

Speaker speaker\_0: BG Staffing?

Speaker speaker\_1: That might be it. Hold on. Let me look it up 'cause I don't wanna send you to the wrong place. But yeah, it's a staffing place. Okay, okay. B-G-S-F.

Speaker speaker\_0: Okay. Um, and the last four of your Social?

Speaker speaker\_1: 9253.

Speaker speaker\_0: And then, uh, your first and last name.

Speaker speaker\_1: My first and last name?

Speaker speaker\_0: Just, yeah-

Speaker speaker\_1: Oh, Janelle Bags. I'm sorry. I'm, I'm overreadin' the email.

Speaker speaker\_0: You're fine. All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: May 21st, 1984. 1226 Dita Street, Jacksonville, Florida, zip code 32254.

Speaker speaker\_0: And phone number 561-621-6658?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And email is just gonna be J-N-I-L-L-A27 at Gmail.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, okay. So, it looks like we received a enrollment form that you filled out on the 13th of February. Um, it looks like there's a couple things we needed to clarify. So, are you wanting coverage for just you and your spouse? Or-

Speaker speaker\_1: No. Me and my son. Ew. No, um, no, I'm not married. It's for me and my son.

Speaker speaker\_0: Okay. Um, and then are you wanting the dental, um, term life and the... Let's see. Okay. So, are you wanting the dental term life and the vision for you and your child?

Speaker speaker\_1: Yes, I do.

Speaker speaker\_0: And then the short-term disability for yourself?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me one second. Dental, term life, vision and then sh- Okay. So for the dental term life, vision, employee plus child and then the short-term disability for employee only, it looks like it would come out to a total of \$19.51.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then let me-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... get your child listed.

Speaker speaker\_1: Devin and Davin.

Speaker speaker\_0: Is it... Is it Devin Black?

Speaker speaker\_1: Davin.

Speaker speaker\_0: Oh, Davin. Okay.

Speaker speaker\_1: Davin. I- Everybody you see, you pronounce.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: It's apostrophe between the two V's. But it won't-

Speaker speaker\_0: Oh, there is?

Speaker speaker\_1: ... let me do that. Yes, ma'am.

Speaker speaker\_0: Okay. Let me fix that.

Speaker speaker\_1: Da-vin. Yeah, it's apostrophe between the two V's.

Speaker speaker\_0: Okay. And then date of birth is gonna be March 8th, 2004. And just to make sure we got the Social right, looks like it is 771-2854277.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Then, doo-doo-doo-doo. And then, it looks like you wanna list your daughter as the beneficiary for the term life?

Speaker speaker\_1: Well, both... Actually, I would like to put both of 'em, but I thought could only put one.

Speaker speaker\_0: Okay. I mean, I could put both. Um, it would be 50/50 between them.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That is fine.

Speaker speaker\_0: All right. So I think I got you all set here. Now typically, um, it takes about one to two weeks for the enrollment to fully be processed through payroll. So, you may not see that first payroll deduction until two weeks from now. Um, when you do-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it'll begin being taken out of your check. Coverage will start the following Monday. And then, uh, once the coverage is active, your policy information and ID cards are made and sent to you within 7 to 10 business days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. It looks like that's all we needed, and I went ahead and made the changes and got you all up-to-date now. Um, was there anything maybe you had questions on? Hello? Are you still there? Can you still hear me? Hello? Hello? Hello? Can you hear me? If you can still hear me, um, I cannot hear you, um, but I did go ahead and change the enrollment. Um, and if you have any other questions, just feel free to give us a call back. Disconnecting call due to no response.