

## Transcript: VICTORIA

**Taylor-5005202347048960-6395211268538368**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Belinda Smith and I was calling, um, to enroll in benefits. Um, and the email I got said that I had 30 days from my first paycheck. So, I should still be able to enroll in benefits. Okay. What's the name of the agency you work for? Oxford. And then last four of your Social? 1727. Okay. Do you mind verifying your address and date of birth? 5 Lafayette Street, Sanford, Maine 0407, sorry, 04073. And you said date of birth? 5/27/71. All right, and then phone number 207-710-3447? Yeah. And then email is bhawley0510@yahoo.com? Yep. Okay. Give me one second. Sure. Okay, yeah. So it looks like you have until this Friday, the 14th to get enrolled. Mm-hmm. Do you know what you're wanting to enroll into? Um, let me see. I just have it back on the phone. Or yeah, I think I just looked at it on my phone. Hold on one second, I'll tell ya. Um, okay. So I want to enroll in the disability just for the employee, this short-term disability. I wanna, um, enroll in the term life, and the 401 which isn't on here. Yeah. We don't- I guess I can't enroll on that one yet, right? Yep. That's not- Uh, we don't handle the 401, your employer handles that. Okay. So yeah, I just wanted to enroll in the short-term disability, the term life and that was it. Okay. So it looks like for the short-term disability and the term life, for employee only, it would be \$6.06 a week. Mm-hmm. And then who did you want to name as the beneficiary? Um, Lorne Smith. And then the relation? Husband. Okay. Is that L-A-U-R-E-N for the first name? L-O-R-N-E. Oh, L-O-R-E-N. Or I'm sorry- L-O-L-O-R-N-E. Yep. Okay. All right. Alrighty, so it takes typically about one to two weeks for the enrollment to be processed through your payroll department. Mm-hmm. Once you see the first deduction being made out of your check, coverage will start the following Monday. And then, um, yeah, that's pretty much it. Um- Perfect. ... did you have any other questions for me? Uh, no, that was it. Alrighty. You have a wonderful day. You too, thank you. Thank you. 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: Hi, Victoria. My name's Belinda Smith and I was calling, um, to enroll in benefits. Um, and the email I got said that I had 30 days from my first paycheck. So, I should still be able to enroll in benefits.

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

Speaker speaker\_1: Oxford.

Speaker speaker\_0: And then last four of your Social?

Speaker speaker\_1: 1727.

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

Speaker speaker\_1: 5 Lafayette Street, Sanford, Maine 0407, sorry, 04073. And you said date of birth? 5/27/71.

Speaker speaker\_0: All right, and then phone number 207-710-3447?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then email is bhawley0510@yahoo.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay, yeah. So it looks like you have until this Friday, the 14th to get enrolled.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Do you know what you're wanting to enroll into?

Speaker speaker\_1: Um, let me see. I just have it back on the phone. Or yeah, I think I just looked at it on my phone. Hold on one second, I'll tell ya. Um, okay. So I want to enroll in the disability just for the employee, this short-term disability. I wanna, um, enroll in the term life, and the 401 which isn't on here.

Speaker speaker\_0: Yeah. We don't-

Speaker speaker\_1: I guess I can't enroll on that one yet, right? Yep. That's not-

Speaker speaker\_0: Uh, we don't handle the 401, your employer handles that.

Speaker speaker\_1: Okay. So yeah, I just wanted to enroll in the short-term disability, the term life and that was it.

Speaker speaker\_0: Okay. So it looks like for the short-term disability and the term life, for employee only, it would be \$6.06 a week.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then who did you want to name as the beneficiary?

Speaker speaker\_1: Um, Lorne Smith.

Speaker speaker\_0: And then the relation?

Speaker speaker\_1: Husband.

Speaker speaker\_0: Okay. Is that L-A-U-R-E-N for the first name?

Speaker speaker\_1: L-O-R-N-E.

Speaker speaker\_0: Oh, L-O-R-E-N. Or I'm sorry-

Speaker speaker\_1: L-O-

Speaker speaker\_0: L-O-R-N-E.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All right. Alrighty, so it takes typically about one to two weeks for the enrollment to be processed through your payroll department.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Once you see the first deduction being made out of your check, coverage will start the following Monday. And then, um, yeah, that's pretty much it. Um-

Speaker speaker\_1: Perfect.

Speaker speaker\_0: ... did you have any other questions for me?

Speaker speaker\_1: Uh, no, that was it.

Speaker speaker\_0: Alrighty. You have a wonderful day.

Speaker speaker\_1: You too, thank you.

Speaker speaker\_0: Thank you. Bye-bye.