Transcript: VICTORIA Taylor-5398781683351552-6027621602476032

Full Transcript

Thank you for calling Benefits on a Car. This is Victoria. And how can I help you? Hi, Victoria. Uh, good afternoon. My name is Jaime Perez. Uh, my last four of my Social Security is 0987. Um, I just wanted to see, uh, if I, uh, enroll into the benefits 'cause I'm getting messages that I didn't but I called last week. Uh, I think I did enroll through them. Okay. Um, what's the name of the agency you work for again? Uh, Partners Personnel. Gotcha. And the last four of your Social? 0987. All right. And, um, your first and last name again? Jaime and last name is Perez. Uh, do you spell your first name J-A-I-M-E? Correct. Okay. Do you mind verifying your address and date of birth? Date of birth is 07-23-1990. Address is 4109 West 5th Street, Apartment F1, Santa Ana, California. Okay. And then phone number 760-681-3424? Correct. And then email is jaime90vsp@gmail.com. Correct. Okay. So I do see that you're pending for enrollment, um, it looks like for the free RX, dental, vision and the VIP Plus all being for employee only. Um, now the coverage is not yet active. Whenever you enroll, it typically takes about one to two weeks to be processed through payroll. And then once you see that- Okay. ... first deduction come out of your check, coverage will start the following Monday. Okay, so I am enrolled. It's just pending? Yes. I have a question. I have a baby on the way. Is it, is it, is it better to get better benefits or do I have to change it at the end of the year? Like are, are you wanting to... Are you asking if you can add on the child? Correct. Uh, she's still not born but there's few days 'cause I got- Yeah. ... her number around there. Yeah. She would need- I have to call after- ... to be born. ... a year. Oh, okay. Sounds good. So once the child is- Sounds good. ... born- Got it. ... you need, you need to call us as soon as sh- you know, that takes place. Um, it would be considered a qualifying life event. And basically what we would need, um, is a copy of the birth certificate. And we would need that within 30 days of her being born. Cool. Okay. Awesome. Okay. I got it then. Sounds good. That answers all my questions. All righty. Well, you have a wonderful day. Sounds good. You too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Car. This is Victoria. And how can I help you?

Speaker speaker_1: Hi, Victoria. Uh, good afternoon. My name is Jaime Perez. Uh, my last four of my Social Security is 0987. Um, I just wanted to see, uh, if I, uh, enroll into the benefits 'cause I'm getting messages that I didn't but I called last week. Uh, I think I did enroll through them.

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

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: Gotcha. And the last four of your Social?

Speaker speaker_1: 0987.

Speaker speaker_0: All right. And, um, your first and last name again?

Speaker speaker_1: Jaime and last name is Perez.

Speaker speaker_0: Uh, do you spell your first name J-A-I-M-E?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Date of birth is 07-23-1990. Address is 4109 West 5th Street, Apartment F1, Santa Ana, California.

Speaker speaker_0: Okay. And then phone number 760-681-3424?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is jaime90vsp@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I do see that you're pending for enrollment, um, it looks like for the free RX, dental, vision and the VIP Plus all being for employee only. Um, now the coverage is not yet active. Whenever you enroll, it typically takes about one to two weeks to be processed through payroll. And then once you see that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... first deduction come out of your check, coverage will start the following Monday.

Speaker speaker_1: Okay, so I am enrolled. It's just pending?

Speaker speaker_0: Yes.

Speaker speaker_1: I have a question. I have a baby on the way. Is it, is it, is it better to get better benefits or do I have to change it at the end of the year?

Speaker speaker_0: Like are, are you wanting to... Are you asking if you can add on the child?

Speaker speaker_1: Correct. Uh, she's still not born but there's few days 'cause I got-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... her number around there.

Speaker speaker_0: Yeah. She would need-

Speaker speaker_1: I have to call after-

Speaker speaker_0: ... to be born.

Speaker speaker_1: ... a year. Oh, okay. Sounds good.

Speaker speaker_0: So once the child is-

Speaker speaker_1: Sounds good.

Speaker speaker_0: ... born-

Speaker speaker_1: Got it.

Speaker speaker_0: ... you need, you need to call us as soon as sh- you know, that takes place. Um, it would be considered a qualifying life event. And basically what we would need, um, is a copy of the birth certificate. And we would need that within 30 days of her being born.

Speaker speaker_1: Cool. Okay. Awesome. Okay. I got it then. Sounds good. That answers all my questions.

Speaker speaker_0: All righty. Well, you have a wonderful day.

Speaker speaker_1: Sounds good. You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.