

Transcript: VICTORIA

Taylor-5481825320779776-5182076533293056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, can you hear me? Hi, Victoria. Yeah, I can hear you. How can I help? Oh, all right. I'm good. Um, I just started an assignment for Creative Circle, a long-term assignment, and I received my first paycheck and I see I have to call this number to, um, enroll into benefits. Okay. Um, what's the last four of your Social? Um, 4797. And your first and last name? Nicholas Sante. First name Nicholas, last name Sante. Okay. How do you spell your last name? S-A-N-T-E. And you said the last four is 4797? 4737. Okay, sorry about that. And do you mind verifying your address and date of birth? Yep. My date of birth was September 20, 1976, and my address here is 651 Jersey Avenue, Greenwood Lake, New York, 10925. Okay. And the phone number you're calling from, is that the best phone number for you? Yeah, 917-626-0857. And then email is gonna be last name.first name@gmail.com? Correct. Okay. Um, let's see. So I see two different hire dates on file for you, so I'm gonna have to verify your eligibility, but do you know, um, what specific plans you're wanting? Yes. Okay. It's gonna be for myself and my daughter. Okay. What plans were you wanting? Um, the Ensure Plus Premier. So I guess that comes out to \$50.79 every paycheck. Yes. And then... and then the dental vision plan that's at \$17.11. That's it. Okay. So the dental and vision are actually in a bundle package with the, uh, term life. That's fine, that's fine. Okay. So, the Ensure Plus Premier, then the dental, vision and term life bundle. Mm-hmm. Do you need my daughter's information as well? Yes. Give me just one second. Okay. And her name? Her name is Catherine. So it's K-A-T-H-E-R-I-N-E. Last name Sante, S-A-N-T-E. Date of birth? August 1st, 2009. And then Social? 108-988-928. Okay, let me just make sure I got that right. So 108-988-928? Correct. Okay. And then who did you want to name as the, uh, beneficiary for the term life? Um, her, I guess. Okay. Yeah. Okay, so what I'm gonna do from here is I'm gonna reach out to eligibility, verify that you are eligible to enroll into benefits. Uh, then once I get a response from that, I'll give you a call back to let you know if I was able to process it or not. Um... Okay. I- I- I thought your... we're, m- it's eligible after first paycheck goes through. So it depends if you're considered like a reha... 'cause I see a, a previous hire date file. Um... Oh, yeah, I know, but- So I just n- But, see my previous hire I didn't have benefits. I understand that. So you have to, for one, be considered a rehire to be eligible for benefits, but it's just our protocol whenever we have multiple hire dates on file for you to verify your eligibility. Oh, okay. Why? Is there a chance I won't be eligible? If you're not considered a rehire with them. I believe you have to go so many days in between assignments to be considered a rehire. Oh, wow, yeah, 'cause it's been... but the last time I was with Creative Circle, the, the assignment ended last... exactly almost a year ago. Okay. Yeah, so again, it's just protocol for us to verify your eligibility because, like I said, you have to have so many days in between assignments. Um, so since it's been- Do you know

how m- ... a year, you should be. You would know how m- the... how many days? I believe it's 90, but let me double check. Oh, y- I think I read that somewhere 90 days. Yeah, if you're returning on an assignment, there must be a 90-day break between paych- okay, yeah, I mean, I- I think I'm eligible. It's more than 90 days. It's been, um... December of last year was the last assignment. Yeah, I'm trying to find the specific days. Yeah, it was like- That work date is 90. Yeah, it is 90. I- I- I've... I see it on the, the PDF that Creative Circle sent me. Yeah. So, um, I went ahead and made a note of all the plans that you're wanting. I just have to, unfortunately, verify that with my eligibility department and then I'll give you- Okay. ... a call back from there. Okay, perfect. All right. Um, sounds good. Would this be the best phone number to call you back at? Yes. Okay. Alrighty. You can... you can do that... or you can do that or send me online. I've, I've been... I'm in meetings today so I might have it on do not disturb, but you could leave a message or send an email to my Gmail. Okay. I'll give you a call. If you don't answer, I'll leave a voicemail. Okay, perfect. Alrighty. Was there anything else- Awesome. Thank you so much. ... helping? No, no. I'm good. I- I- I will aw- await your phone call. Alrighty. Awesome. Thank you so much. You have a wonderful day. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Um, can you hear me? Hi, Victoria.

Speaker speaker_1: Yeah, I can hear you. How can I help?

Speaker speaker_2: Oh, all right. I'm good. Um, I just started an assignment for Creative Circle, a long-term assignment, and I received my first paycheck and I see I have to call this number to, um, enroll into benefits.

Speaker speaker_1: Okay. Um, what's the last four of your Social?

Speaker speaker_2: Um, 4797.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Nicholas Sante. First name Nicholas, last name Sante.

Speaker speaker_1: Okay. How do you spell your last name?

Speaker speaker_2: S-A-N-T-E.

Speaker speaker_1: And you said the last four is 4797?

Speaker speaker_2: 4737.

Speaker speaker_1: Okay, sorry about that. And do you mind verifying your address and date of birth?

Speaker speaker_2: Yep. My date of birth was September 20, 1976, and my address here is 651 Jersey Avenue, Greenwood Lake, New York, 10925.

Speaker speaker_1: Okay. And the phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Yeah, 917-626-0857.

Speaker speaker_1: And then email is gonna be last name.first name@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, let's see. So I see two different hire dates on file for you, so I'm gonna have to verify your eligibility, but do you know, um, what specific plans you're wanting?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: It's gonna be for myself and my daughter.

Speaker speaker_1: Okay. What plans were you wanting?

Speaker speaker_2: Um, the Ensure Plus Premier. So I guess that comes out to \$50.79 every paycheck.

Speaker speaker_1: Yes.

Speaker speaker_2: And then... and then the dental vision plan that's at \$17.11. That's it.

Speaker speaker_1: Okay. So the dental and vision are actually in a bundle package with the, uh, term life.

Speaker speaker_2: That's fine, that's fine.

Speaker speaker_1: Okay. So, the Ensure Plus Premier, then the dental, vision and term life bundle.

Speaker speaker_2: Mm-hmm. Do you need my daughter's information as well?

Speaker speaker_1: Yes. Give me just one second.

Speaker speaker_2: Okay.

Speaker speaker_1: And her name?

Speaker speaker_2: Her name is Catherine. So it's K-A-T-H-E-R-I-N-E. Last name Sante, S-A-N-T-E.

Speaker speaker_1: Date of birth?

Speaker speaker_2: August 1st, 2009.

Speaker speaker_1: And then Social?

Speaker speaker_2: 108-988-928.

Speaker speaker_1: Okay, let me just make sure I got that right. So 108-988-928?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then who did you want to name as the, uh, beneficiary for the term life?

Speaker speaker_2: Um, her, I guess.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so what I'm gonna do from here is I'm gonna reach out to eligibility, verify that you are eligible to enroll into benefits. Uh, then once I get a response from that, I'll give you a call back to let you know if I was able to process it or not. Um...

Speaker speaker_2: Okay. I- I- I thought your... we're, m- it's eligible after first paycheck goes through.

Speaker speaker_1: So it depends if you're considered like a reha... 'cause I see a, a previous hire date file. Um...

Speaker speaker_2: Oh, yeah, I know, but-

Speaker speaker_1: So I just n-

Speaker speaker_2: But, see my previous hire I didn't have benefits.

Speaker speaker_1: I understand that. So you have to, for one, be considered a rehire to be eligible for benefits, but it's just our protocol whenever we have multiple hire dates on file for you to verify your eligibility.

Speaker speaker_2: Oh, okay. Why? Is there a chance I won't be eligible?

Speaker speaker_1: If you're not considered a rehire with them. I believe you have to go so many days in between assignments to be considered a rehire.

Speaker speaker_2: Oh, wow, yeah, 'cause it's been... but the last time I was with Creative Circle, the, the assignment ended last... exactly almost a year ago.

Speaker speaker_1: Okay. Yeah, so again, it's just protocol for us to verify your eligibility because, like I said, you have to have so many days in between assignments. Um, so since it's been-

Speaker speaker_2: Do you know how m-

Speaker speaker_1: ... a year, you should be.

Speaker speaker_2: You would know how m- the... how many days?

Speaker speaker_1: I believe it's 90, but let me double check.

Speaker speaker_2: Oh, y- I think I read that somewhere 90 days. Yeah, if you're returning on an assignment, there must be a 90-day break between paych- okay, yeah, I mean, I- I think I'm eligible. It's more than 90 days. It's been, um... December of last year was the last assignment.

Speaker speaker_1: Yeah, I'm trying to find the specific days.

Speaker speaker_2: Yeah, it was like-

Speaker speaker_1: That work date is 90.

Speaker speaker_2: Yeah, it is 90. I- I- I've... I see it on the, the PDF that Creative Circle sent me.

Speaker speaker_1: Yeah. So, um, I went ahead and made a note of all the plans that you're wanting. I just have to, unfortunately, verify that with my eligibility department and then I'll give you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a call back from there.

Speaker speaker_2: Okay, perfect. All right. Um, sounds good.

Speaker speaker_1: Would this be the best phone number to call you back at?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Alrighty.

Speaker speaker_2: You can... you can do that... or you can do that or send me online. I've, I've been... I'm in meetings today so I might have it on do not disturb, but you could leave a message or send an email to my Gmail.

Speaker speaker_1: Okay. I'll give you a call. If you don't answer, I'll leave a voicemail.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Alrighty. Was there anything else-

Speaker speaker_2: Awesome. Thank you so much.

Speaker speaker_1: ... helping?

Speaker speaker_2: No, no. I'm good. I- I- I will aw- await your phone call.

Speaker speaker_1: Alrighty.

Speaker speaker_2: Awesome. Thank you so much.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: All right, bye-bye.

Speaker speaker_1: Bye.