

Transcript: VICTORIA

Taylor-5485822151016448-5973970190647296

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hello, Mrs. Victoria. This is Mr. Walter Davis. I just received a call from y'all. Okay. Did they leave a voicemail? No, ma'am. I just got a, uh, email stating that, um, that the enrollment form for benefits offered by the employer TRC Staffing, your assistance is needed to continue the process of your enrollment information is either missing or needs to be clarified. Okay. What's the name of the agency you're with again? Uh, TRC Staffing. And the last four of your Social? 9085. All right. And your first and last name? Walter Davis. Okay. Do you mind verifying your address and date of birth? My address is 700 West Jones Avenue, Statesboro, Georgia 30458. My birthday is 7/4/88. Phone number is 912-795-7786? Yes, ma'am. And then email is rashaundavis912 at gmail? Yes, ma'am. Okay. So, it looks like we received a enrollment form that you signed and dated on the 11th of March. Mm-hmm. Um, on the form, it looks like you selected the MEC TeleRx, the dental and the vision for employee plus children, but we just don't have any dependents listed for you. Uh, there'll be one dependent. Okay. So let me switch it to employee plus child 'cause we enrolled you into employee only. Give me one second. Mm-hmm. And what's the, uh, child's name? Kylee Nicole White. How do you spell the, uh, first name? K-Y-L-E-E. Okay. Was that K-Y-A-L-E-E? No. K-... K-Y-L-E-E. K-Y-L-E-E? Yes, ma'am. Uh, Nicole, N-I-C-O-L-E-E? Yes. And what, what is the date of birth? Uh, January the 20th, 2016. And, uh, Social? I don't have that. Her mother has that. We divorced and I've yet to contact her to get that information because she won't give it to me. Okay. I can put all zeroes for now, um, and then if you wanna give us a call back once you get that information, we should be able to edit it from there. Hmm. Okay. Um, so it... Just to let you know, it looks like, uh, the weekly deduction for the MEC TeleRx, dental and vision for employee plus child is \$33.27. Mm-hmm. So it'll take about one to two weeks for that enrollment to be processed through your payroll department. Mm-hmm. Once you see the first deduction being made out of your check, the coverage will- Mm-hmm. ... um, start the following Monday. And then once the coverage is active, the ID cards are made and sent to you within seven to 10 business days. Okay then. And how long do I got before you need the, uh, her Social? I would just say as soon as you can get it to us, um, 'cause I... I believe if anything were to happen, it would cause issues where if you were to go... like if she needed to use the coverage- Mm-hmm. ... it might cause issues with the, uh, claim. Okay. So just as soon as you can get that information, just call us back and we can edit it for you. Yes, ma'am. Uh, was there anything else you might need help with? Uh, that'd be it. All righty. Well, you have a wonderful day. You too, ma'am. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hello, Mrs. Victoria. This is Mr. Walter Davis. I just received a call from y'all.

Speaker speaker_0: Okay. Did they leave a voicemail?

Speaker speaker_1: No, ma'am. I just got a, uh, email stating that, um, that the enrollment form for benefits offered by the employer TRC Staffing, your assistance is needed to continue the process of your enrollment information is either missing or needs to be clarified.

Speaker speaker_0: Okay. What's the name of the agency you're with again?

Speaker speaker_1: Uh, TRC Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9085.

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

Speaker speaker_1: Walter Davis.

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

Speaker speaker_1: My address is 700 West Jones Avenue, Statesboro, Georgia 30458. My birthday is 7/4/88.

Speaker speaker_0: Phone number is 912-795-7786?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is rashaundavis912 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, it looks like we received a enrollment form that you signed and dated on the 11th of March.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, on the form, it looks like you selected the MEC TeleRx, the dental and the vision for employee plus children, but we just don't have any dependents listed for you.

Speaker speaker_1: Uh, there'll be one dependent.

Speaker speaker_0: Okay. So let me switch it to employee plus child 'cause we enrolled you into employee only. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what's the, uh, child's name?

Speaker speaker_1: Kylee Nicole White.

Speaker speaker_0: How do you spell the, uh, first name?

Speaker speaker_1: K-Y-L-E-E.

Speaker speaker_0: Okay. Was that K-Y-A-L-E-E?

Speaker speaker_1: No. K-... K-Y-L-E-E.

Speaker speaker_0: K-Y-L-E-E?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Uh, Nicole, N-I-C-O-L-E-E?

Speaker speaker_1: Yes.

Speaker speaker_0: And what, what is the date of birth?

Speaker speaker_1: Uh, January the 20th, 2016.

Speaker speaker_0: And, uh, Social?

Speaker speaker_1: I don't have that. Her mother has that. We divorced and I've yet to contact her to get that information because she won't give it to me.

Speaker speaker_0: Okay. I can put all zeroes for now, um, and then if you wanna give us a call back once you get that information, we should be able to edit it from there.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_0: Um, so it... Just to let you know, it looks like, uh, the weekly deduction for the MEC TeleRx, dental and vision for employee plus child is \$33.27.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it'll take about one to two weeks for that 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, the coverage will-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, start the following Monday. And then once the coverage is active, the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_1: Okay then. And how long do I got before you need the, uh, her Social?

Speaker speaker_0: I would just say as soon as you can get it to us, um, 'cause I... I believe if anything were to happen, it would cause issues where if you were to go... like if she needed to use the coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it might cause issues with the, uh, claim.

Speaker speaker_1: Okay.

Speaker speaker_0: So just as soon as you can get that information, just call us back and we can edit it for you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: Uh, that'd be it.

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

Speaker speaker_1: You too, ma'am.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.