

Transcript: VICTORIA

Taylor-5607582303469568-6678970107904000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accrued. This is Victoria. How can I help you? Um, yes, I got an email saying that I had, um, a dependent claim, that y'all needed more information from me for my, uh, benefits card- Okay, um, what's- ... through my employer. What's the name of the agency you work through? Um, it's, the company is Ruskins. What's the name of the staffing agency? I have no idea, ma'am. I just got the email and it just said, "Call this number and, um, we provide the information that's, that's missing." Okay. So you don't know the name of the- But I'm, I, I'm not- ... staffing agency you're working through? Uh, uh, D- DTS? Mm-hmm. Would it be DTC? Oh, DTC. Okay, I'm sorry. Like I s- like I said, I j- I just got the email. I didn't even, uh, realize that I was hired through the company yet. I just got this email this morning, and I'm just trying to do a follow-up with it. Okay. Let me pull up your file. What's the last four of your Social? Uh, 9270. And your first and last name? Jedediah Rickey. Okay. Uh, do you mind verifying your address and date of birth? My current address is 2320 Washington Avenue, Parsons, Kansas, 67357. And my date of birth is September 12th, 1985. And then phone number is 605-9930? Yes, ma'am. Okay. And email is jedrickey69@gmail.com? Yes, ma'am. Okay. So this is for the medical insurance that DTC offers. Um, it looks like- Oh, okay. So it looks like you selected one of the medical plans for employee plus family, but we didn't have any dependents listed for you. Okay. So we switched that plan to employee only. Okay. Um, can I switch it to em- employee only? Or you wanting to add? Well, ma'am- That's completely up to you. Okay. So me and the woman I'm with right now aren't currently married, so I didn't want that to affect anything. I just wanted to get into the job. Um, they wasn't specific on the dependency thing there in the office. They had two interviews at the same time that day. So I'm kind of just lost with it. Um, if just changing it to cover me currently would be easier all the way around, then I'll just... Yeah, I'd rather just go ahead and do that. Okay. Yeah, I mean, if you wanna keep it at employee only, that's totally fine. Yes, ma'am. That's all the email was, uh, letting you know about. Oh, okay. Uh, was there anything else you might need help with? Uh, no, ma'am. That, that's it. Like I said, I just got the email this morning. It, it, you know, caught me by surprise. I wasn't even sure what to do with it, to be honest with you. Um, but no, that's it. Okay. All righty. You have a wonderful day. You too. Thank you. Thank you. 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 Accrued. This is Victoria. How can I help you?

Speaker speaker_2: Um, yes, I got an email saying that I had, um, a dependent claim, that y'all needed more information from me for my, uh, benefits card-

Speaker speaker_1: Okay, um, what's-

Speaker speaker_2: ... through my employer.

Speaker speaker_1: What's the name of the agency you work through?

Speaker speaker_2: Um, it's, the company is Ruskins.

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_2: I have no idea, ma'am. I just got the email and it just said, "Call this number and, um, we provide the information that's, that's missing."

Speaker speaker_1: Okay. So you don't know the name of the-

Speaker speaker_2: But I'm, I, I'm not-

Speaker speaker_1: ... staffing agency you're working through?

Speaker speaker_2: Uh, uh, D- DTS?

Speaker speaker_1: Mm-hmm. Would it be DTC?

Speaker speaker_2: Oh, DTC. Okay, I'm sorry. Like I s- like I said, I j- I just got the email. I didn't even, uh, realize that I was hired through the company yet. I just got this email this morning, and I'm just trying to do a follow-up with it.

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Uh, 9270.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jedediah Rickey.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: My current address is 2320 Washington Avenue, Parsons, Kansas, 67357. And my date of birth is September 12th, 1985.

Speaker speaker_1: And then phone number is 605-9930?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And email is jedrickey69@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So this is for the medical insurance that DTC offers. Um, it looks like-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So it looks like you selected one of the medical plans for employee plus family, but we didn't have any dependents listed for you.

Speaker speaker_2: Okay.

Speaker speaker_1: So we switched that plan to employee only.

Speaker speaker_2: Okay. Um, can I switch it to em- employee only?

Speaker speaker_1: Or you wanting to add?

Speaker speaker_2: Well, ma'am-

Speaker speaker_1: That's completely up to you.

Speaker speaker_2: Okay. So me and the woman I'm with right now aren't currently married, so I didn't want that to affect anything. I just wanted to get into the job. Um, they wasn't specific on the dependency thing there in the office. They had two interviews at the same time that day. So I'm kind of just lost with it. Um, if just changing it to cover me currently would be easier all the way around, then I'll just... Yeah, I'd rather just go ahead and do that.

Speaker speaker_1: Okay. Yeah, I mean, if you wanna keep it at employee only, that's totally fine.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: That's all the email was, uh, letting you know about.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Uh, was there anything else you might need help with?

Speaker speaker_2: Uh, no, ma'am. That, that's it. Like I said, I just got the email this morning. It, it, you know, caught me by surprise. I wasn't even sure what to do with it, to be honest with you. Um, but no, that's it.

Speaker speaker_1: Okay. All righty. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.