

## **Transcript: VICTORIA**

**Taylor-6478215060865024-5722173226041344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Incari. This is Victoria. How can I help you? Yes, this is Shanika Fambrough. I want to try to get some, um, insurance with my job. Okay. Uh, what's the name of the agency you work for? Serge Staffing. And the last four of your Social? 9622. 9622? Yeah. Okay. And, I'm sorry, your first and last name again? Shanika Fambrough. Okay. Do you mind verifying your address and date of birth? 203 Virginia Avenue, Barnesville, Georgia 30204. And your date of birth? 4/4/83. And then phone number is gonna be the same number you're calling from? Yes. Email is gonna be, uh, first name, 404 at gmail.com? Correct. Okay. Um, let's see. And are you a rehire with Serge Staffing? Uh, yes. Okay. So I will have to verify eligibility, um, and follow up with you. Uh, do you know exactly what you're wanting to enroll into? Um, just, um... What do you mean a rehire? Like, I worked through a different company with them, now I'm working with a different company, but not on the same job. Yes, ma'am. So, like, did you work for them previously and then come back? I worked... Yeah, I mean, I worked through Serge but a different company, yeah. Okay. So what I'm having to do is, because I have multiple hire dates on file for you, is I'm having to reach out to Eligibility to verify that you are eligible to enroll. Oh, okay. And then follow up with you from there. Uh, I wanted to get, um, what, uh, vision and, um, dental and whatever. I just wanted to hear what else y'all had too. Uh, what about the long-term, short-term, y'all offer that also? We just do short-term disability. Okay. Yeah, I wanna get that too. So dental, vision and short-term disability? Uh-huh. Okay. Vision and dental. Yeah, so I have dental, vision and short-term disability. Correct. Y'all don't have life insurance? We do have term life. Uh, what's the price on that? So the term life is a dollar and seven cents a week for yourself. Yeah. I wanna get that also. How much is the short term? The short-term disability is four dollars and 61 cents. Okay. And when, when will it start if I'm eligible? So enrollment typically takes about one to two weeks to be processed through payroll. The coverage would be active the following Monday of your first payroll deduction. Okay. Yes, ma'am. So just to make sure I got everything that you're wanting listed, I have dental, vision, short-term disability and the term life. And I'm assuming all of this would be for just yourself? Yeah. Okay. So dental, short-term disability, term life and vision for employee only would be about \$12 a week. Okay. So what I'll do from here is I will reach out to Eligibility, see if you are eligible to enroll and give you a call back as soon as I get a response. Thank you. Yes, ma'am. You have a wonderful day. You too. Bye 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 Incari. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, this is Shanika Fambrough. I want to try to get some, um, insurance with my job.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Serge Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9622.

Speaker speaker\_1: 9622?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And, I'm sorry, your first and last name again?

Speaker speaker\_2: Shanika Fambrough.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 203 Virginia Avenue, Barnesville, Georgia 30204.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4/4/83.

Speaker speaker\_1: And then phone number is gonna be the same number you're calling from?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Email is gonna be, uh, first name, 404 at gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, let's see. And are you a rehire with Serge Staffing?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. So I will have to verify eligibility, um, and follow up with you. Uh, do you know exactly what you're wanting to enroll into?

Speaker speaker\_2: Um, just, um... What do you mean a rehire? Like, I worked through a different company with them, now I'm working with a different company, but not on the same job.

Speaker speaker\_1: Yes, ma'am. So, like, did you work for them previously and then come back?

Speaker speaker\_2: I worked... Yeah, I mean, I worked through Serge but a different company, yeah.

Speaker speaker\_1: Okay. So what I'm having to do is, because I have multiple hire dates on file for you, is I'm having to reach out to Eligibility to verify that you are eligible to enroll.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: And then follow up with you from there.

Speaker speaker\_2: Uh, I wanted to get, um, what, uh, vision and, um, dental and whatever. I just wanted to hear what else y'all had too. Uh, what about the long-term, short-term, y'all offer that also?

Speaker speaker\_1: We just do short-term disability.

Speaker speaker\_2: Okay. Yeah, I wanna get that too.

Speaker speaker\_1: So dental, vision and short-term disability?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Vision and dental.

Speaker speaker\_1: Yeah, so I have dental, vision and short-term disability.

Speaker speaker\_2: Correct. Y'all don't have life insurance?

Speaker speaker\_1: We do have term life.

Speaker speaker\_2: Uh, what's the price on that?

Speaker speaker\_1: So the term life is a dollar and seven cents a week for yourself.

Speaker speaker\_2: Yeah. I wanna get that also. How much is the short term?

Speaker speaker\_1: The short-term disability is four dollars and 61 cents.

Speaker speaker\_2: Okay. And when, when will it start if I'm eligible?

Speaker speaker\_1: So enrollment typically takes about one to two weeks to be processed through payroll. The coverage would be active the following Monday of your first payroll deduction.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am. So just to make sure I got everything that you're wanting listed, I have dental, vision, short-term disability and the term life. And I'm assuming all of this would be for just yourself?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So dental, short-term disability, term life and vision for employee only would be about \$12 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So what I'll do from here is I will reach out to Eligibility, see if you are eligible to enroll and give you a call back as soon as I get a response.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: You too. Bye bye.

Speaker speaker\_1: Bye bye.