

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, my name is Jesus Ortiz. I tried to apply for benefits last time but there was a problem because I forgot to include my partner's information. Okay. Um, let's see. What's the name of the agency you work for? Uh, I work for Dougherty Staffing. Okay. And the last four of your social? 8745. And your first and last name? Jesus Ortiz. J-E-S-U-S O-R-T-I-Z. Okay. Do you mind verifying your address and date of birth? Uh, January 12th, 2002 and my address is 126 Street... No, wait. 126- Avenue. ... Avenue West, 56308, uh, Alexandria, Minnesota. And I'm sorry, your, uh, date of birth again? January 12th, 2002. Okay. Phone number 320-815-6599? Yes. All right. And then phone... or email address is just, um, your first initial, M-O-R-T-I-Z, 386926 at Gmail? Yeah. Okay. Give me one second. Okay. So you're wanting coverage for employee plus spouse, is that correct? Yes. Okay. All righty. So let's see. Are you wanting to do everything that you signed up for, uh, for employee plus spouse, or just certain plans? Um, mostly everything. He doesn't, um- Okay. She doesn't work at the moment and I would like for her to be a part of it in case she gets sick or something, I could take her to the doctors. Okay. So I see that you have the VIP standard, FreeRx, uh, the FreeRx Virtual Primary Care, dental, uh, term life, vision, critical illness, group accidents, behavioral health and the ID experts. So all of that for employee plus spouse would be \$68.48 a week. Okay. All right. And then ch- ch- what is her name? Uh, J- Julia Marie Bowden. Is that J-U-L-I-A? H. H as well. J-U-L-I-A-H? Yep. Middle name is M-A-R-I-E? Yep. Okay. And how do you spell your last name? B-O-W-D-E-N. B-O-W-D-E-N? B-O-W-D-E-N. Yep. Okay. Your date of birth? August 13th, 2003. And then your full social? Where do you put your social card? Give me a second. Uh, she's getting it right now. Okay. 021-356359. All right. And, um, Mr. Ortiz, who did you want to name as the beneficiary for the term life? Uh, what does that mmm, bene-ficiary mean? Like, I was like confused with that. Okay. So basically, the term life benefit is in the event of your passing, your beneficiary would get a set amount of \$20,000. So that's who would get that, um, that benefit amount if you if you away. Um, I will put my lovely fiancee as my benefici and that'll- Okay. ... be it. All right. Give me one second. Should I if I die you take it? Mm-hmm. All righty. So, um, I went ahead and switched it back to employee plus spouse coverage for everything and got her listed. Um, so it looks like it'll take about one to two weeks for the enrollment to be processed through your payroll department. Okay. So you might not see that first deduction come out of your check until two weeks from now. Once you do, the coverage will start the following Monday. All right. And then, uh, once the coverage is active, your ID cards are made and sent to you within seven to ten business days. The, uh, dental and vision ID cards are gonna be mailed, but the medical is gonna be emailed to you. Okay. Thank you so much. You're welcome. Did you need help with anything else? Um, that will be it. You're wel-... Uh, okay. Well, you're welcome. Have a wonderful day. You too. Thank you.

Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, my name is Jesus Ortiz. I tried to apply for benefits last time but there was a problem because I forgot to include my partner's information.

Speaker speaker_0: Okay. Um, let's see. What's the name of the agency you work for?

Speaker speaker_1: Uh, I work for Dougherty Staffing.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 8745.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jesus Ortiz. J-E-S-U-S O-R-T-I-Z.

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

Speaker speaker_1: Uh, January 12th, 2002 and my address is 126 Street... No, wait. 126-

Speaker speaker_0: Avenue.

Speaker speaker_1: ... Avenue West, 56308, uh, Alexandria, Minnesota.

Speaker speaker_0: And I'm sorry, your, uh, date of birth again?

Speaker speaker_1: January 12th, 2002.

Speaker speaker_0: Okay. Phone number 320-815-6599?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then phone... or email address is just, um, your first initial, M-O-R-T-I-Z, 386926 at Gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me one second. Okay. So you're wanting coverage for employee plus spouse, is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. So let's see. Are you wanting to do everything that you signed up for, uh, for employee plus spouse, or just certain plans?

Speaker speaker_1: Um, mostly everything. He doesn't, um-

Speaker speaker_0: Okay.

Speaker speaker_1: She doesn't work at the moment and I would like for her to be a part of it in case she gets sick or something, I could take her to the doctors.

Speaker speaker_0: Okay. So I see that you have the VIP standard, FreeRx, uh, the FreeRx Virtual Primary Care, dental, uh, term life, vision, critical illness, group accidents, behavioral health and the ID experts. So all of that for employee plus spouse would be \$68.48 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then ch- ch- ch- what is her name?

Speaker speaker_1: Uh, J- Julia Marie Bowden.

Speaker speaker_0: Is that J-U-L-I-A?

Speaker speaker_2: H.

Speaker speaker_1: H as well.

Speaker speaker_0: J-U-L-I-A-H?

Speaker speaker_2: Yep.

Speaker speaker_0: Middle name is M-A-R-I-E?

Speaker speaker_2: Yep.

Speaker speaker_0: Okay. And how do you spell your last name?

Speaker speaker_2: B-O-W-D-E-N.

Speaker speaker_0: B-O-W-D-E-N?

Speaker speaker_2: B-O-W-D-E-N. Yep.

Speaker speaker_0: Okay. Your date of birth?

Speaker speaker_2: August 13th, 2003.

Speaker speaker_0: And then your full social?

Speaker speaker_1: Where do you put your social card?

Speaker speaker_2: Give me a second.

Speaker speaker_1: Uh, she's getting it right now.

Speaker speaker_0: Okay.

Speaker speaker_2: 021-356359.

Speaker speaker_0: All right. And, um, Mr. Ortiz, who did you want to name as the beneficiary for the term life?

Speaker speaker_1: Uh, what does that mmm, bene-ficiary mean? Like, I was like confused with that.

Speaker speaker_0: Okay. So basically, the term life benefit is in the event of your passing, your beneficiary would get a set amount of \$20,000. So that's who would get that, um, that benefit amount if you if you away.

Speaker speaker_1: Um, I will put my lovely fiancee as my beneficiri and that'll-

Speaker speaker_0: Okay.

Speaker speaker_1: ... be it.

Speaker speaker_0: All right. Give me one second.

Speaker speaker_1: Should I if I die you take it?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: All righty. So, um, I went ahead and switched it back to employee plus spouse coverage for everything and got her listed. Um, so it looks like it'll take about one to two weeks for the enrollment to be processed through your payroll department.

Speaker speaker_1: Okay.

Speaker speaker_0: So you might not see that first deduction come out of your check until two weeks from now. Once you do, the coverage will start the following Monday.

Speaker speaker_1: All right.

Speaker speaker_0: And then, uh, once the coverage is active, your ID cards are made and sent to you within seven to ten business days. The, uh, dental and vision ID cards are gonna be mailed, but the medical is gonna be emailed to you.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Um, that will be it.

Speaker speaker_0: You're wel-... Uh, okay. Well, you're welcome. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.