

Transcript: Chris Sofield

(deactivated)-5007785077555200-6586332728573952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. I believe I was on a call with you a minute ago, ... Sin-hate Park, for enrolling the benefits in Credit Circle. Okay. All right. I don't believe it was me, but I can still help you out. Um, were you- Oh, yeah. I think ... Yes. Yes. Yeah, it, it sounded very similar. So, I got confused. Sorry about that. Yeah, so I'd like to enroll the benefits for this year for Credit Circle. Okay. Uh, what's the last four of your Social? 8502. All right, Ms. Park. Could you verify your address and your date of birth for me? Sure. 280 East Del Mar Boulevard, Apartment 337, Pasadena, California 91101. Birthday, uh, August 10, 1989. Thank you. We have a phone number on file of 917-880-7076. Is that correct? Mm-hmm. Okay. Um, let's see here. I show, it looks like you are currently enrolled. You have Medical, Dental, Vision, Life, Illness and Accident, all Employee and Spouse coverage. Were you looking to make any changes to this? Yes, please. Okay. And what changes were we looking to make? So, I'd like to do the Dental-Vision Term Life bundle- Mm-hmm. ... for Employee and Spouse. Okay. For \$13.91 one. Okay. All right. I show that you are... you have that already. And then, did you want to remove the other plans, then? Yes, please. Okay. One moment. So, we only want the Dental, Vision and Life bundle for \$13.91 and nothing else? Mm-hmm. All right. I can set that up for you. It's going to take about one to two weeks for this enrollment to process. Once, uh, the, uh... if... You're still going to see one or two more deductions for the, for the rest of the plans while this, while this change is processing. Uh, but once everything processes, you should see it drop down from that \$40.03 to the \$13.91. Um, the Monday following the first deduction of just \$13.91 is when everything else will have dropped off and the only thing you'll have left is the Dental Life Vision bundle. Okay? Got it. And do you mind sending me a confirmation email of the- Yep. ... coverage plan? Okay. Yeah, we can, we can send you an, uh, an enrollment confirmation. It'll show that the, uh, the upcoming enrollment is just for those three plans. Got it. Okay. Thank you. All right. Anything else? Uh, no, that will be it. All right. Well, that's everything. Thanks again for calling and have a wonderful day. Thank you. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. I believe I was on a call with you a minute ago, ... Sin-hate Park, for enrolling the benefits in Credit Circle.

Speaker speaker_1: Okay. All right. I don't believe it was me, but I can still help you out. Um, were you-

Speaker speaker_2: Oh, yeah. I think ... Yes. Yes. Yeah, it, it sounded very similar. So, I got confused. Sorry about that. Yeah, so I'd like to enroll the benefits for this year for Credit Circle.

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

Speaker speaker_2: 8502.

Speaker speaker_1: All right, Ms. Park. Could you verify your address and your date of birth for me?

Speaker speaker_2: Sure. 280 East Del Mar Boulevard, Apartment 337, Pasadena, California 91101. Birthday, uh, August 10, 1989.

Speaker speaker_1: Thank you. We have a phone number on file of 917-880-7076. Is that correct?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, let's see here. I show, it looks like you are currently enrolled. You have Medical, Dental, Vision, Life, Illness and Accident, all Employee and Spouse coverage. Were you looking to make any changes to this?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. And what changes were we looking to make?

Speaker speaker_2: So, I'd like to do the Dental-Vision Term Life bundle-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... for Employee and Spouse.

Speaker speaker_1: Okay.

Speaker speaker_2: For \$13.91 one.

Speaker speaker_1: Okay. All right. I show that you are... you have that already. And then, did you want to remove the other plans, then?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. One moment. So, we only want the Dental, Vision and Life bundle for \$13.91 and nothing else?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. I can set that up for you. It's going to take about one to two weeks for this enrollment to process. Once, uh, the, uh... if... You're still going to see one or

two more deductions for the, for the rest of the plans while this, while this change is processing. Uh, but once everything processes, you should see it drop down from that \$40.03 to the \$13.91. Um, the Monday following the first deduction of just \$13.91 is when everything else will have dropped off and the only thing you'll have left is the Dental Life Vision bundle. Okay?

Speaker speaker_2: Got it. And do you mind sending me a confirmation email of the-

Speaker speaker_1: Yep.

Speaker speaker_2: ... coverage plan? Okay.

Speaker speaker_1: Yeah, we can, we can send you an, uh, an enrollment confirmation. It'll show that the, uh, the upcoming enrollment is just for those three plans.

Speaker speaker_2: Got it. Okay. Thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, that will be it.

Speaker speaker_1: All right. Well, that's everything. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: Bye now.