

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Um, a card Yes, can I help you today? Yeah, so I got a question. Uh, so I'm an employee with DTC, and, uh, I was trying to see if I... how I... what do I... well, I already got the information, but I was sent an application for a domestic, um, spot, so I can put my spot on the insurance. Uh, I guess my question is, do I mail that to you guys or do I, um... can I fax it over to you guys, or- Uh, one moment. ... how can I do that? The... did the email that included the affidavit form, did it not have instructions on how to send that back to us? No, it does not. Okay. Uh, one moment. And the form itself doesn't have any documentation on that? Nope. Hmm. That's strange. Okay. Uh, yeah. So you can, um, you can either scan that and email it to us or fax it on over to us. Um, you can, uh, if you scan and email it to us, just te- send it to the same, uh, the same email that you received it from. If you wish to fax it to us, I can give you our fax number. Yeah, give me that fax number. Uh, that's going to be 877... Do I put the one first or just 877? Uh, I don't believe... I don't, I don't believe it's... Let me, let me double check. One moment. No, it, it, it shouldn't, it shouldn't have any issue if you, if you just do 877. So, 877- 618- 618- 3674. 3674. Okay, um, okay, so I guess my next question is, so after I get enrolled with ADM, do I cancel this and I'm going to get the one with ADM? How do I cancel this insurance? Okay. I'm sorry, um, how do you cancel this insurance? Yeah, because this is, because this is just through, through DTC, right? Because, um, according with what the... what Mary told me, the lady that gave us the orientation, she said that it's only through D- DTC once you roll over with ADM, then you get, um, ADM's insurance. So this is only good for like three months, right? So yeah, this, this coverage lasts as long as you are seeing deductions coming out of your paychecks from DTC. If you're no longer seeing deductions from a paycheck from DTC, then this coverage will eventually terminate on its own. Oh, it's not terminate but it stops? Yes. It will eventually- Oh. ... terminate on its own. Yes, sir. Okay. All right. So, okay. So, okay, so my next question is, do... Okay, I guess I gotta, I gotta fill this... So I gotta fill out that enrollment form too and fax all this to you guys or what? Yeah, I would, uh, yes, uh, I would say go ahead and fill out all the documentation and send it on over to us and we will process it once we receive it. Okay. When does that become effective? When do I get the cards and everything like that? So once... so once, uh, once we receive the documents and process them, any enrollment takes one to two weeks to fully process. Once processing is complete, you would start seeing the deductions for your plans coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving one to two weeks after that effective date. Okay. So, um, I guess, so the VIP+ has the most... uh, the, the one that... the good one, right? The VIP+? VIP+ is going to be, I believe, the highest level of the VIP plans available from DTC. Okay. Okay, so I'll take that one for... Okay. I guess I just gotta mark that one down. Okay, and plus, how about your dental and vision? There's only a

single dental and vis... uh, uh, there's only a single dental policy and a single vision policy. How much is for the dental for family? Uh, for a family, which is you, spouse and children, would be, uh, \$14.49 per week. Okay, that was vision, right? That's for dental. For vision it's 7 a week. Oh, dental. Dental is how much? \$7. No, no, sorry. Dental is \$14.49 per week. Vision is \$7.62 per week. Okay. All right. All right. I'll just have those plans and I will fill out this information out and I'll send it to you guys. All right then. Was there anything else? Um, no, not at the moment. I'll just send everything to you in one sent-

Conversation Format

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

Speaker speaker_1: Um, a card

Speaker speaker_2: Yes, can I help you today?

Speaker speaker_3: Yeah, so I got a question. Uh, so I'm an employee with DTC, and, uh, I was trying to see if I... how I... what do I... well, I already got the information, but I was sent an application for a domestic, um, spot, so I can put my spot on the insurance. Uh, I guess my question is, do I mail that to you guys or do I, um... can I fax it over to you guys, or-

Speaker speaker_1: Uh, one moment.

Speaker speaker_3: ... how can I do that?

Speaker speaker_1: The... did the email that included the affidavit form, did it not have instructions on how to send that back to us?

Speaker speaker_3: No, it does not.

Speaker speaker_1: Okay. Uh, one moment. And the form itself doesn't have any documentation on that?

Speaker speaker_3: Nope.

Speaker speaker_1: Hmm. That's strange. Okay. Uh, yeah. So you can, um, you can either scan that and email it to us or fax it on over to us. Um, you can, uh, if you scan and email it to us, just te- send it to the same, uh, the same email that you received it from. If you wish to fax it to us, I can give you our fax number.

Speaker speaker_3: Yeah, give me that fax number.

Speaker speaker_1: Uh, that's going to be 877...

Speaker speaker_3: Do I put the one first or just 877?

Speaker speaker_1: Uh, I don't believe... I don't, I don't believe it's... Let me, let me double check. One moment. No, it, it, it shouldn't, it shouldn't have any issue if you, if you just do 877.

Speaker speaker_3: So, 877-

Speaker speaker_1: 618-

Speaker speaker_3: 618-

Speaker speaker_1: 3674.

Speaker speaker_3: 3674. Okay, um, okay, so I guess my next question is, so after I get enrolled with ADM, do I cancel this and I'm going to get the one with ADM? How do I cancel this insurance?

Speaker speaker_1: Okay. I'm sorry, um, how do you cancel this insurance?

Speaker speaker_3: Yeah, because this is, because this is just through, through DTC, right? Because, um, according with what the... what Mary told me, the lady that gave us the orientation, she said that it's only through D- DTC once you roll over with ADM, then you get, um, ADM's insurance. So this is only good for like three months, right?

Speaker speaker_1: So yeah, this, this coverage lasts as long as you are seeing deductions coming out of your paychecks from DTC. If you're no longer seeing deductions from a paycheck from DTC, then this coverage will eventually terminate on its own.

Speaker speaker_3: Oh, it's not terminate but it stops?

Speaker speaker_1: Yes. It will eventually-

Speaker speaker_3: Oh.

Speaker speaker_1: ... terminate on its own. Yes, sir.

Speaker speaker_3: Okay. All right. So, okay. So, okay, so my next question is, do... Okay, I guess I gotta, I gotta fill this... So I gotta fill out that enrollment form too and fax all this to you guys or what?

Speaker speaker_1: Yeah, I would, uh, yes, uh, I would say go ahead and fill out all the documentation and send it on over to us and we will process it once we receive it.

Speaker speaker_3: Okay. When does that become effective? When do I get the cards and everything like that?

Speaker speaker_1: So once... so once, uh, once we receive the documents and process them, any enrollment takes one to two weeks to fully process. Once processing is complete, you would start seeing the deductions for your plans coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving one to two weeks after that effective date.

Speaker speaker_3: Okay. So, um, I guess, so the VIP+ has the most... uh, the, the one that... the good one, right? The VIP+?

Speaker speaker_1: VIP+ is going to be, I believe, the highest level of the VIP plans available from DTC.

Speaker speaker_3: Okay. Okay, so I'll take that one for... Okay. I guess I just gotta mark that one down. Okay, and plus, how about your dental and vision?

Speaker speaker_1: There's only a single dental and vis... uh, uh, there's only a single dental policy and a single vision policy.

Speaker speaker_3: How much is for the dental for family?

Speaker speaker_1: Uh, for a family, which is you, spouse and children, would be, uh, \$14.49 per week.

Speaker speaker_3: Okay, that was vision, right?

Speaker speaker_1: That's for dental. For vision it's 7 a week.

Speaker speaker_3: Oh, dental. Dental is how much?

Speaker speaker_1: \$7. No, no, sorry. Dental is \$14.49 per week. Vision is \$7.62 per week.

Speaker speaker_3: Okay. All right. All right. I'll just have those plans and I will fill out this information out and I'll send it to you guys.

Speaker speaker_1: All right then. Was there anything else?

Speaker speaker_3: Um, no, not at the moment. I'll just send everything to you in one sent-