

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card in behalf of BGSS. I'm looking to reach Mr. Billy Brown. Yes? Um, I'm calling from Benefits in a Card. We're currently processing the enrollment forms for that staff and agency, and the member selected a family plan, but we didn't get any dependent information. Um, he selected the VIP Standard, Dental, Short-Term Disability, and Term Life. Since we didn't get dependent information, we selected the lowest coverage, which would be for employee only. I was just calling to verify if he still wanted to add the, um, Short-Term Disability for family. Was that- Um. ... information- No. This is just employee, just employee only. Okay, thank you. So, so far we have the VIP Standard for employee only, Dental for employee only, Short Term for employee only, and then the Life for employee only. That would come out to be a weekly deduction of... Let me verify. Of \$25.78. Once he sees that first varied deduction added to his paycheck for that amount, the following Monday is when his coverage becomes active, and then by that Thursday or Friday of activation week, he should be receiving his dental card. And then for the VIP c- card, which is the medical one, normally they don't send those out physically, but for the first week that he has activation, he's welcome to give this number a call and we could put in a request for a physical one. Okay, thank you. You're welcome. Um, did you have any questions before I let you go? No. And it's she, by the way. Oh, okay. Thank you. Mm-hmm. Thank you for your time. I hope you have a great day. Mm-hmm. You too.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card in behalf of BGSS. I'm looking to reach Mr. Billy Brown.

Speaker speaker_2: Yes?

Speaker speaker_1: Um, I'm calling from Benefits in a Card. We're currently processing the enrollment forms for that staff and agency, and the member selected a family plan, but we didn't get any dependent information. Um, he selected the VIP Standard, Dental, Short-Term Disability, and Term Life. Since we didn't get dependent information, we selected the lowest coverage, which would be for employee only. I was just calling to verify if he still wanted to add the, um, Short-Term Disability for family. Was that-

Speaker speaker_2: Um.

Speaker speaker_1: ... information-

Speaker speaker_2: No. This is just employee, just employee only.

Speaker speaker_1: Okay, thank you. So, so far we have the VIP Standard for employee only, Dental for employee only, Short Term for employee only, and then the Life for employee only. That would come out to be a weekly deduction of... Let me verify. Of \$25.78. Once he sees that first varied deduction added to his paycheck for that amount, the following Monday is when his coverage becomes active, and then by that Thursday or Friday of activation week, he should be receiving his dental card. And then for the VIP c- card, which is the medical one, normally they don't send those out physically, but for the first week that he has activation, he's welcome to give this number a call and we could put in a request for a physical one.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Um, did you have any questions before I let you go?

Speaker speaker_2: No. And it's she, by the way.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you for your time. I hope you have a great day.

Speaker speaker_2: Mm-hmm. You too.