

Transcript: Francesca

Baez-5157470492737536-4583442275155968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I'm trying to make some changes to my benefits, and also I was trying to register online and it's asking me for my participant ID. What staffing company do you work with? Uh, Creative Circle. You have to call them to get that ID number. Is that my Creative Circle ID? We wouldn't know unfortunately, um, but it would be the reason- Uh, w- w- ... why you have to speak with them to know that. Is, is it a staffing ID or is it a, a benefit ID? So we're not Creative Circle. We're an account administrator, it's a third party Benefits in a Card. I am not sure what the staffing number ID or benefit ID number is that they're asking for. Okay. Creative Circle is the only one that will have access to it, to be able to effectively assist you. All right. Would I be able to make some changes with you? If you have an account made already then yes, sir. But if you're currently applying for coverage- Yes, I do have an account. ... we wouldn't have an account. No, no, I do have an account, yeah. What are the last four of your Social? 7310. ... at the following Monday of 2023 What is your last name? Gregorski. Please verify your mailing address and date of birth. Uh, 3600 Carmel Avenue, apartment 114. Zip code is 32129. Uh, and what other, what other information do you need? Your date of birth. Uh, July 9th of '73. Not yet. We share the best contact number down as 312-880-9322. I don't know. I would have to look it up. That's correct. We have your email down as m@yourlastname.com. That is correct. What changes were you looking to make? Um, I would like to remove Erica Myrick from my coverage. I would like to also remove Tyson Pittman and Mia Pittman. Okay, bear with me one moment. Okay, so then your deduction for just employee and child will be \$42.93. You authorize Creative Circle to make those new deductions? And I also would like to add, um- Um, sir? Yes. Could you confirm the election please for the deductions? Once again, do you authorize Creative Circle to make a deduction of \$42.93 for your selected coverage? Confirming, yes. Okay, and what was the other thing you wanted to make changes of? So, uh, how many adults can I have on my plan? The only type of adult that you can have is a spouse, sir. Afterwards, your children, once they turn 26... no. Oh. Believe it's either 24 or 26, they will no longer be eligible to be on your policy. Okay. So yeah, I would like to add, uh, a spouse. So oh, can I help you? Yes, sir. So once they turn 25, when the children turn 25 will be when you will no longer be able to do that. So then essentially, sir- Right. ... you don't want to make any changes to your policy. You're just dropping dependents? Yeah, but I would like to add a, add another, like a spouse. Yeah. Okay. So then your actual deductions will not be changing. You're still going to have 62.07 per paycheck, with the deduction. Okay. You know what? Can I, um, can I call you back? Can, can you keep it as it is for now, and I'll, I'll call you back? Okay. Thank you. No problem. Have a wonderful rest of your-

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. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I'm trying to make some changes to my benefits, and also I was trying to register online and it's asking me for my participant ID.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: You have to call them to get that ID number.

Speaker speaker_2: Is that my Creative Circle ID?

Speaker speaker_1: We wouldn't know unfortunately, um, but it would be the reason-

Speaker speaker_2: Uh, w- w-

Speaker speaker_1: ... why you have to speak with them to know that.

Speaker speaker_2: Is, is it a staffing ID or is it a, a benefit ID?

Speaker speaker_1: So we're not Creative Circle. We're an account administrator, it's a third party Benefits in a Card. I am not sure what the staffing number ID or benefit ID number is that they're asking for.

Speaker speaker_2: Okay.

Speaker speaker_1: Creative Circle is the only one that will have access to it, to be able to effectively assist you.

Speaker speaker_2: All right. Would I be able to make some changes with you?

Speaker speaker_1: If you have an account made already then yes, sir. But if you're currently applying for coverage-

Speaker speaker_2: Yes, I do have an account.

Speaker speaker_1: ... we wouldn't have an account.

Speaker speaker_2: No, no, I do have an account, yeah.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7310.

Speaker speaker_3: ... at the following Monday of 2023

Speaker speaker_1: What is your last name?

Speaker speaker_2: Gregorski.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: Uh, 3600 Carmel Avenue, apartment 114. Zip code is 32129. Uh, and what other, what other information do you need?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Uh, July 9th of '73.

Speaker speaker_3: Not yet.

Speaker speaker_1: We share the best contact number down as 312-880-9322.

Speaker speaker_3: I don't know. I would have to look it up.

Speaker speaker_2: That's correct.

Speaker speaker_1: We have your email down as m@yourlastname.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: What changes were you looking to make?

Speaker speaker_2: Um, I would like to remove Erica Myrick from my coverage. I would like to also remove Tyson Pittman and Mia Pittman.

Speaker speaker_1: Okay, bear with me one moment. Okay, so then your deduction for just employee and child will be \$42.93. You authorize Creative Circle to make those new deductions?

Speaker speaker_2: And I also would like to add, um-

Speaker speaker_1: Um, sir?

Speaker speaker_2: Yes.

Speaker speaker_1: Could you confirm the election please for the deductions? Once again, do you authorize Creative Circle to make a deduction of \$42.93 for your selected coverage?

Speaker speaker_2: Confirming, yes.

Speaker speaker_1: Okay, and what was the other thing you wanted to make changes of?

Speaker speaker_2: So, uh, how many adults can I have on my plan?

Speaker speaker_1: The only type of adult that you can have is a spouse, sir. Afterwards, your children, once they turn 26... no.

Speaker speaker_2: Oh.

Speaker speaker_1: Believe it's either 24 or 26, they will no longer be eligible to be on your policy.

Speaker speaker_2: Okay. So yeah, I would like to add, uh, a spouse.

Speaker speaker_3: So oh, can I help you?

Speaker speaker_1: Yes, sir. So once they turn 25, when the children turn 25 will be when you will no longer be able to do that. So then essentially, sir-

Speaker speaker_2: Right.

Speaker speaker_1: ... you don't want to make any changes to your policy. You're just dropping dependents?

Speaker speaker_2: Yeah, but I would like to add a, add another, like a spouse. Yeah.

Speaker speaker_1: Okay. So then your actual deductions will not be changing. You're still going to have 62.07 per paycheck, with the deduction.

Speaker speaker_2: Okay. You know what? Can I, um, can I call you back? Can, can you keep it as it is for now, and I'll, I'll call you back?

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Have a wonderful rest of your-