

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... my name is Francesca, how can I assist you today? Hi, um, I just need to cancel my, uh, insurance but I want to keep dental and vision. Okay, which staffing company do you work with? I work for Creative Circle. And what are the last four of your Social? 5727. And your last name, please? Taylor. For security purposes, could you please verify your mailing address and date of birth? Um, it should be 72 Hopkins Ave or 210 Rochambeau. Um, Hopkins Ave is in East Greenwich, Rhode Island, 02818. Um, it actually, I think, it is the 210 Rochambeau, Providence, Rhode Island, 02906. I feel like it is that one. I always forget. And then my birthday is May 5th, 1992. I have best contact for a 1447-2155? Yes. Can I have your email as first and last name at gmail.com? Yes. Okay. So the only thing would be, um, the one plan I won't be able to take out from your policy is going to be term life because it's the fact that Creative Circle has that dental and vision as a bundle with the life insurance term life. Okay. So yeah, whatever is in that bundle, I just want to keep. All right, so I'm only leaving those three plans, dental, vision, and the term life, that will be \$7.90 per paycheck. Do you authorize Creative Circle to make those new deductions for you? Yes. Okay. So due to the change being processed under your company open enrollment period, the new policy will be effective January 6th, 2025. Um, that'll be- Okay. ... when you see it being started. Okay, great. So- And then we're... Sorry. And then we're, we're canceling- Mm-hmm. ... the, we're canceling the basic, right? Yes, ma'am. So as of right now, the only thing you're keeping will be those three plans, um, as well as the fact that once the new policy goes into effect, where you're no longer enrolled under the... Oh, you were never enrolled in it so that should be fine actually. So all of your plans have no restrictions on them. The new policy will just start on that January 6th and it will just be those three plans. Your benefit cards will all stay the same. Okay, great. Amazing. Thank you. Thank you. Of course. Um, and then the last thing I'm going to say is you're going to see that deduction change from the \$29.63, which was your current deduction. And then it'll go down to that \$7.90. You might see it next week, the week before. January 6th could be when you see that deduction changing. Okay, great. Thank you. All right. I will... Oh, of course, my pleasure. Was there anything else aside from making that policy change that you needed today? Uh, no, that is it. Thank you so much. Of course, I hope you have a wonderful rest of your day. Thank you so much for your time today. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling ... my name is Francesca, how can I assist you today?

Speaker speaker_2: Hi, um, I just need to cancel my, uh, insurance but I want to keep dental and vision.

Speaker speaker_1: Okay, which staffing company do you work with?

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 5727.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Taylor.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: Um, it should be 72 Hopkins Ave or 210 Rochambeau. Um, Hopkins Ave is in East Greenwich, Rhode Island, 02818. Um, it actually, I think, it is the 210 Rochambeau, Providence, Rhode Island, 02906. I feel like it is that one. I always forget. And then my birthday is May 5th, 1992.

Speaker speaker_1: I have best contact for a 1447-2155?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email as first and last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So the only thing would be, um, the one plan I won't be able to take out from your policy is going to be term life because it's the fact that Creative Circle has that dental and vision as a bundle with the life insurance term life.

Speaker speaker_2: Okay. So yeah, whatever is in that bundle, I just want to keep.

Speaker speaker_1: All right, so I'm only leaving those three plans, dental, vision, and the term life, that will be \$7.90 per paycheck. Do you authorize Creative Circle to make those new deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So due to the change being processed under your company open enrollment period, the new policy will be effective January 6th, 2025. Um, that'll be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... when you see it being started.

Speaker speaker_2: Okay, great.

Speaker speaker_1: So-

Speaker speaker_2: And then we're... Sorry. And then we're, we're canceling-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... the, we're canceling the basic, right?

Speaker speaker_1: Yes, ma'am. So as of right now, the only thing you're keeping will be those three plans, um, as well as the fact that once the new policy goes into effect, where you're no longer enrolled under the... Oh, you were never enrolled in it so that should be fine actually. So all of your plans have no restrictions on them. The new policy will just start on that January 6th and it will just be those three plans. Your benefit cards will all stay the same.

Speaker speaker_2: Okay, great. Amazing.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: Of course. Um, and then the last thing I'm going to say is you're going to see that deduction change from the \$29.63, which was your current deduction. And then it'll go down to that \$7.90. You might see it next week, the week before. January 6th could be when you see that deduction changing.

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_1: All right. I will... Oh, of course, my pleasure. Was there anything else aside from making that policy change that you needed today?

Speaker speaker_2: Uh, no, that is it. Thank you so much.

Speaker speaker_1: Of course, I hope you have a wonderful rest of your day. Thank you so much for your time today.

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: Bye-bye.