

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, good morning, Justin. My name is David Braden. Policy number 02451142. Okay. Uh, what's the staffing agency you work for? Uh, Doherty Staffing. Last four of your Social? 4116. And for security purposes, can you verify the home address, including city, state and zip code, David? Yes. Uh, 2741 Red Oak Lane, Monticello, Minnesota, 55362. And your date of birth? Yeah, 6-28-59. I need a good telephone number. I have a 763-280-0061. Yes. And the email I have is dbraden@outlook. Yes. Okay. How can I help you today? I guess, I'm, I'm, I... I'm thinking I want to, uh, cancel my, uh, uh, insurance for 2025. Okay. So you wanted to cancel the benefits? Yeah, the, the medical. Yes. Okay. Did you want to keep the vision and the FreeRx, or just cancel everything? I, I want, I wanna, I wanna keep the, uh, vision and, uh, I guess the Rx I'll keep, too. Okay, so let's see here. So your current deductions right now with the VIP Standard, which was the medical plan, FreeRx and Vision, was \$24.79. However, dropping the VIP Standard, which is the medical plan, would make your new total deduction \$7.98 a week. Do you authorize Doherty Staffing to make the deduction for you? Okay. Uh, okay. Wha- wha- I guess I'm questioning it because isn't it- isn't, uh, vision, like, a doll- like, less than \$2? Vision's \$1.99, while FreeRx is \$5.99. So your total premium would be \$7.98 for those both. Okay, why don't I just... Why don't we drop the FreeRx and just keep the, uh, keep the, um, the vision? Okay. So you want to just keep vision only? Yes, why not? Yeah. Okay. So doing that would make your total deductions \$1.99. Do you authorize Doherty to make the deduction for you? Yes. For 2025- Okay. Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$1.99 come off your paycheck, that's how you know FreeRx and the medical plan was dropped from the coverage. Other than that, David, is there anything else I could help you out with today? No, that's all. Awesome. Well- All right. ... you have a wonderful day. Bye-bye. And, and your name is Justin, right? Correct. Yes, sir. Okay. Thank you, Justin. Bye. You're welcome. All right, bye-bye. Bye. Take it easy. Bye.

Conversation Format

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

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

Speaker speaker_2: Yes, good morning, Justin. My name is David Braden. Policy number 02451142.

Speaker speaker_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_2: Uh, Doherty Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 4116.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, David?

Speaker speaker_2: Yes. Uh, 2741 Red Oak Lane, Monticello, Minnesota, 55362.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Yeah, 6-28-59.

Speaker speaker_1: I need a good telephone number. I have a 763-280-0061.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is dbraden@outlook.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. How can I help you today?

Speaker speaker_2: I guess, I'm, I'm, I... I'm thinking I want to, uh, cancel my, uh, uh, insurance for 2025.

Speaker speaker_1: Okay. So you wanted to cancel the benefits?

Speaker speaker_2: Yeah, the, the medical. Yes.

Speaker speaker_1: Okay. Did you want to keep the vision and the FreeRx, or just cancel everything?

Speaker speaker_2: I, I want, I wanna, I wanna keep the, uh, vision and, uh, I guess the Rx I'll keep, too.

Speaker speaker_1: Okay, so let's see here. So your current deductions right now with the VIP Standard, which was the medical plan, FreeRx and Vision, was \$24.79. However, dropping the VIP Standard, which is the medical plan, would make your new total deduction \$7.98 a week. Do you authorize Doherty Staffing to make the deduction for you?

Speaker speaker_2: Okay. Uh, okay. Wha- wha- I guess I'm questioning it because isn't it- isn't, uh, vision, like, a doll- like, less than \$2?

Speaker speaker_1: Vision's \$1.99, while FreeRx is \$5.99. So your total premium would be \$7.98 for those both.

Speaker speaker_2: Okay, why don't I just... Why don't we drop the FreeRx and just keep the, uh, keep the, um, the vision?

Speaker speaker_1: Okay. So you want to just keep vision only?

Speaker speaker_2: Yes, why not? Yeah.

Speaker speaker_1: Okay. So doing that would make your total deductions \$1.99. Do you authorize Doherty to make the deduction for you?

Speaker speaker_2: Yes. For 2025-

Speaker speaker_1: Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$1.99 come off your paycheck, that's how you know FreeRx and the medical plan was dropped from the coverage. Other than that, David, is there anything else I could help you out with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well-

Speaker speaker_2: All right.

Speaker speaker_1: ... you have a wonderful day. Bye-bye.

Speaker speaker_2: And, and your name is Justin, right?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. Thank you, Justin. Bye.

Speaker speaker_1: You're welcome. All right, bye-bye.

Speaker speaker_2: Bye. Take it easy. Bye.