

Transcript: Justin

Mills-6486700544671744-5096617937649664

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I was just trying to, uh, change a few benefits that I was enrolled under. I just wanted to take a bunch off except for vision. Okay. What's that staffing agency you work for? WSI. Workforce Strategies, and the last four of your Social? 8521. And what was your first and last name? Rami Dickey. And for security purposes, could you verify your home address, including city, state and zip code, Rami? 13647 Cascade Drive, Holland, Michigan 49424. And confirm your date of birth? 11/30/96. And a good telephone number have a 616-836-0528? Yes, sir. And the email I have is enxxoguy@gmail.com? Mm-hmm. Okay, so just to confirm, you wanted to drop the dental, short-term disability and term life, and just keep vision? Yes, sir. Okay. So your current deductions right now with everything was \$12.62. However, dropping the dental, short-term disability and term life, and just keeping vision for employee only would make your new total deductions \$2.42 per week. Do you authorize Workforce Strategies to make that deduction for you? Yes. Um, I had a question. It wasn't taking, like, ni- was it one of them that was taking, like, \$19 at all? Um, no, sir, not that I can see. Okay. Because your, the dental was \$5.40, disability was \$4.20, the term life was 60 cents, and your vision was \$2.42, which made your total premium \$12.62. Hmm. Um, but if you are experiencing other deductions, I would reach out to Workforce Strategies, specifically payroll, um, just to verify where those other deductions are coming from. Okay. Okay. But do you authorize them to make that \$2.42 deduction for you? Yes, I do. Yeah. Okay, so I'm going to go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$2.42 come off your paycheck, that's how you know everything was dropped other than the vision. Um, but other than that, is there anything else I could assist you with today? Nope. That's it. Perfect. Thank you. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? You too. Thank you. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Um, I was just trying to, uh, change a few benefits that I was enrolled under. I just wanted to take a bunch off except for vision.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: WSI.

Speaker speaker_0: Workforce Strategies, and the last four of your Social?

Speaker speaker_1: 8521.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Rami Dickey.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Rami?

Speaker speaker_1: 13647 Cascade Drive, Holland, Michigan 49424.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/30/96.

Speaker speaker_0: And a good telephone number have a 616-836-0528?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is enxxoguy@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so just to confirm, you wanted to drop the dental, short-term disability and term life, and just keep vision?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So your current deductions right now with everything was \$12.62. However, dropping the dental, short-term disability and term life, and just keeping vision for employee only would make your new total deductions \$2.42 per week. Do you authorize Workforce Strategies to make that deduction for you?

Speaker speaker_1: Yes. Um, I had a question. It wasn't taking, like, ni- was it one of them that was taking, like, \$19 at all?

Speaker speaker_0: Um, no, sir, not that I can see.

Speaker speaker_1: Okay.

Speaker speaker_0: Because your, the dental was \$5.40, disability was \$4.20, the term life was 60 cents, and your vision was \$2.42, which made your total premium \$12.62.

Speaker speaker_1: Hmm.

Speaker speaker_0: Um, but if you are experiencing other deductions, I would reach out to Workforce Strategies, specifically payroll, um, just to verify where those other deductions are coming from.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But do you authorize them to make that \$2.42 deduction for you?

Speaker speaker_1: Yes, I do. Yeah.

Speaker speaker_0: Okay, so I'm going to go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$2.42 come off your paycheck, that's how you know everything was dropped other than the vision. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker_1: Nope. That's it. Perfect. Thank you.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.