

Transcript: Sara

Marulanda-4632157854056448-4992894606721024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... My name is Sarah. May I have your name, please? Hi, Sarah. My name's Akeyla Hunter. It's spelled A-K-E-Y-L-A, last name Hunter. Hello, Ms. Hunter. How may I help you? Um, um, I was calling to see about if my re- if my insurance had started already. Let me check that for you. May I have the name of the agency that you are working with and the last part of your social? Um, I work for Hamilton Riker and... You said the day I started working? N- no, the last part of your social. The last- Oh. ... four numbers of your social security. 6356. And just for security purposes, ma'am, can you please verify your address and date of birth? My address is 105 Riverchase Park, Apartment 105. My date of birth is January 5th, 2001. Email akeyla.hunter@yahoo.com? Yes. Phone number 502-249-6987? Yes. Thank you very much, ma'am. Let me check. No, we have not received... Uh, we haven't received the payment yet. Once you see the first deduction, if we receive the, the premium by the following Monday, that's when they start, um, your coverage because... when the company start processing the ID card. If we receive the money by Monday. At this moment, we haven't received anything yet. Okay, 'cause I al- I got paid, so I- I'm not sure. Does it go on my check? Okay. Uh, uh, did you see check for, uh, the deduction must be 34.24? Mm-hmm. Actually, about that, I didn't want, um, I didn't... Is there any way I can take off, uh, I got insurance, uh, VIP Classic medical, medical insurance, I think, for employee and children. I, I didn't want that. I only wanted dental insurance and life insurance. Okay, sure. Um, let me make the changes. Hold on, please. Okay. I just want a dental insurance for me and life insurance for me and my children. Okay, I got you. Okay. 'Cause I was actually trying to Okay. ... do it too, so. Okay. Okay. Uh, because the, the information was already sent and we're just waiting for the deductions. Okay. If you see a deduction, uh, this week or the next week, it's gonna include the VIP Classic. I just sent a cancellation request, but it will take- Uh- ... seven to 10 business days for the- Oh, that's okay. ... VIP Classic to be out of the system. So the term life and dental are for yourself and Jayceon and Jacory? Yes. Okay. Yes, ma'am. That already in there. So, um, just to, I mean, the same process w- work. Uh, it will take 7 to 10 business days for the VIP Classic to be out of the system. Uh, you may see one or two more deductions for the VIP Classic dental and term life. After that, the new deductions are gonna be \$5.74. Okay. Um, okay. Is it okay for me to get a doctor's app- a dentist appointment set up already or do you think I should wait? I mean, at this moment, because we don't have access to your deductions or your paychecks with the... Hamilton Riker. We don't know if they already make a deduction, uh, for the next week coverage or not. Okay. So at this moment, all, all, all what I can see from here is that it's pending but we haven't received the payment yet. So- Okay. ... I don't know if they make- But- ... a deduction or not. Okay, thank you. Because she had told me it would start Monday, but okay. She had told me it would start after my first pay, but I

already got paid for all of August. Who, who, who told you that? The lady from Hamilton Riker. She said it would start after my first pay. Oh, okay. No, it would take... We have to give them 7 to 10 business days for them to start making the deductions. Okay. Okay, that's fine. We're still waiting. Okay, Ms. Hunter. Um, other than that, is there anything else that I can help you with today, ma'am? No, that'll be all. All right, ma'am. So thank you for calling Benefits and a Card. Wish you too have a wonderful day, ma'am. You have a good one. Thank you. Appreciate it. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... My name is Sarah. May I have your name, please? Hi, Sarah. My name's Akeyla Hunter. It's spelled A-K-E-Y-L-A, last name Hunter. Hello, Ms. Hunter. How may I help you? Um, um, I was calling to see about if my re- if my insurance had started already. Let me check that for you. May I have the name of the agency that you are working with and the last part of your social? Um, I work for Hamilton Riker and... You said the day I started working? N- no, the last part of your social. The last- Oh. ... four numbers of your social security. 6356. And just for security purposes, ma'am, can you please verify your address and date of birth? My address is 105 Riverchase Park, Apartment 105. My date of birth is January 5th, 2001. Email akeyla.hunter@yahoo.com? Yes. Phone number 502-249-6987? Yes. Thank you very much, ma'am. Let me check. No, we have not received... Uh, we haven't received the payment yet. Once you see the first deduction, if we receive the, the premium by the following Monday, that's when they start, um, your coverage because... when the company start processing the ID card. If we receive the money by Monday. At this moment, we haven't received anything yet. Okay, 'cause I al- I got paid, so I- I'm not sure. Does it go on my check? Okay. Uh, uh, did you see check for, uh, the deduction must be 34.24? Mm-hmm. Actually, about that, I didn't want, um, I didn't... Is there any way I can take off, uh, I got insurance, uh, VIP Classic medical, medical insurance, I think, for employee and children. I, I didn't want that. I only wanted dental insurance and life insurance. Okay, sure. Um, let me make the changes. Hold on, please. Okay. I just want a dental insurance for me and life insurance for me and my children. Okay, I got you. Okay. 'Cause I was actually trying to Okay. ... do it too, so. Okay. Okay. Uh, because the, the information was already sent and we're just waiting for the deductions. Okay. If you see a deduction, uh, this week or the next week, it's gonna include the VIP Classic. I just sent a cancellation request, but it will take- Uh- ... seven to 10 business days for the- Oh, that's okay. ... VIP Classic to be out of the system. So the term life and dental are for yourself and Jayceon and Jacory? Yes. Okay. Yes, ma'am. That already in there. So, um, just to, I mean, the same process w- work. Uh, it will take 7 to 10 business days for the VIP Classic to be out of the system. Uh, you may see one or two more deductions for the VIP Classic dental and term life. After that, the new deductions are gonna be \$5.74. Okay. Um, okay. Is it okay for me to get a doctor's app- a dentist appointment set up already or do you think I should wait? I mean, at this moment, because we don't have access to your deductions or your paychecks with the... Hamilton Riker. We don't know if they already make a deduction, uh, for the next week coverage or not. Okay. So at this moment, all, all, all what I can see from here is that it's pending but we haven't received the

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