

Transcript: Sara

Marulanda-5215377874665472-5044160546914304

Full Transcript

Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Sarah, my name is Kenneth Galpin. How are you today? Doing great, Mr. Galpin. How you doing? Yes, I'm doing fine. I have a quick question. Sure. Um, do you need my date of birth or anything else before I ask the question? I mean, if I need to open your account, I will need the name of the temporary agency and the last four of the social, or if it is a, like a- MAU at Kimberly- ... Y- Okay, okay. ... MAU? MAU at Kimberly Clark in Beach Island, South Carolina. Okay, MAU, and the last four of your social, sir? 5683. Thank you very much, Mr. Kenneth Galpin. And just for security purposes, can you please verify your address and date of birth? 1010 Franklin Road, Beach Island, South Carolina. My date of birth is 06/05/1966. And is your email kenneth66@gmail.com? Yes, it is. And your phone number 803-508-2589? Yes, ma'am. Thank you, sir. How can I help you? Okay. I received an email yesterday from corporate HR that said I could start back paying my premium payments, but it wasn't clear on which one because I'm on FMLA leave right now, and it wasn't clear on which ones. Because originally it was to be my life insurance and my short-term disability, and I was just seeking some clarity. Okay, let me check. Yes, I understand you. Okay, before you had term life and short-term disability. Once, um, after one week with no deduction from your paycheck, your short-term disability was canceled, uh, for you to be able to keep going with your term life, right? Now, you're showing, like, current mark. So are you already back at the company or how do that work? Okay, my- You just left your FMLA, you say, right? I'm on FMLA. Yes, I am. Okay. And, uh, did you know how long is that gonna be? Uh, until June 24th. June 24th. Okay. For you to keep your term life coverage and/or your short-term disability... Okay, let me download this here. Uh, do, do, do, do, do, do. Okay, your short-term disability, you're not gonna be able to, uh, reinstate that one because that is for all active employees working 20 hours or more per week. So because you're not, um, active, actively working, you cannot, uh, reinstate the short-term disability. For the term life, I will have to send this to the main office for them to approve the reinstatement. Um, that depends on them. Oh. Okay. I don't have that information here with me. Okay, so I'm trying to understand why would corporate think that, said that has been changed in the system. Okay, that- I have no idea. Um- There's been so much confusion with, uh, with them. Yeah. But o- okay. Um- Yeah, if I, if, if I send you, uh, like an email, like a document request email for you to attach the letter that corporate sent you, can you attach that letter to that email I will send you and send it back? That way we can review the information and see what's going on with it. Okay. Well, um, I tell you what, I'm gonna get in contact with the person that sent me the email and see- Okay. ... what the confusion is. But okay. All right. Thank you. Um, would you like me to send the eligibility review for the reinstatement of the term life? No, I want to talk to this person first and ask why they sent it to me. Okay. Because they sent it to me from corporate HR. Sure, Mr. Galpin, um,

if- if- Thank you. ... that's what you want to do, yes, we can wait for it. Okay, sir? Okay. Thank you. I appreciate that. You're more than welcome. Have a wonderful day and thank you for choosing- You too. ... Benefits Connect Card. Thank you. Okay. Mm-hmm. Bye-bye, sir. Okay. Bye. Goodbye. She got what?

Conversation Format

Speaker None: Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Sarah, my name is Kenneth Galpin. How are you today? Doing great, Mr. Galpin. How you doing? Yes, I'm doing fine. I have a quick question. Sure. Um, do you need my date of birth or anything else before I ask the question? I mean, if I need to open your account, I will need the name of the temporary agency and the last four of the social, or if it is a, like a- MAU at Kimberly- ... Y- Okay, okay. ... MAU? MAU at Kimberly Clark in Beach Island, South Carolina. Okay, MAU, and the last four of your social, sir? 5683. Thank you very much, Mr. Kenneth Galpin. And just for security purposes, can you please verify your address and date of birth? 1010 Franklin Road, Beach Island, South Carolina. My date of birth is 06/05/1966. And is your email kenneth66@gmail.com? Yes, it is. And your phone number 803-508-2589? Yes, ma'am. Thank you, sir. How can I help you? Okay. I received an email yesterday from corporate HR that said I could start back paying my premium payments, but it wasn't clear on which one because I'm on FMLA leave right now, and it wasn't clear on which ones. Because originally it was to be my life insurance and my short-term disability, and I was just seeking some clarity. Okay, let me check. Yes, I understand you. Okay, before you had term life and short-term disability. Once, um, after one week with no deduction from your paycheck, your short-term disability was canceled, uh, for you to be able to keep going with your term life, right? Now, you're showing, like, current mark. So are you already back at the company or how do that work? Okay, my- You just left your FMLA, you say, right? I'm on FMLA. Yes, I am. Okay. And, uh, did you know how long is that gonna be? Uh, until June 24th. June 24th. Okay. For you to keep your term life coverage and/or your short-term disability... Okay, let me download this here. Uh, do, do, do, do, do, do. Okay, your short-term disability, you're not gonna be able to, uh, reinstate that one because that is for all active employees working 20 hours or more per week. So because you're not, um, active, actively working, you cannot, uh, reinstate the short-term disability. For the term life, I will have to send this to the main office for them to approve the reinstatement. Um, that depends on them. Oh. Okay. I don't have that information here with me. Okay, so I'm trying to understand why would corporate think that, said that has been changed in the system. Okay, that- I have no idea. Um- There's been so much confusion with, uh, with them. Yeah. But o- okay. Um- Yeah, if I, if, if I send you, uh, like an email, like a document request email for you to attach the letter that corporate sent you, can you attach that letter to that email I will send you and send it back? That way we can review the information and see what's going on with it. Okay. Well, um, I tell you what, I'm gonna get in contact with the person that sent me the email and see- Okay. ... what the confusion is. But okay. All right. Thank you. Um, would you like me to send the eligibility review for the reinstatement of the term life? No, I want to talk to this person first and ask why they sent it to me. Okay. Because they sent it to me from corporate HR. Sure, Mr. Galpin, um, if- if- Thank you. ... that's what you want to do, yes, we can wait for it. Okay, sir?

Okay. Thank you. I appreciate that. You're more than welcome. Have a wonderful day and thank you for choosing- You too. ... Benefits Connect Card. Thank you. Okay. Mm-hmm. Bye-bye, sir. Okay. Bye. Goodbye. She got what?