

Transcript: Sara

Marulanda-5408331596742656-5125897567256576

Full Transcript

You've called in Benefits in a Card. My name is Sarah. May I have your name, please? Don Hescue. Hello, sir. How may I help you? I, uh, on this benefits stuff, I don't want any benefits. No insurance, no nothing. Sure, sir. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social to locate in the system? It's SST. I don't know the name of it. It's a temp agency. Like- Okay. It's SST? Okay. Uh, the, the last part of your Social, sir? 7362. 7362. That's not how to spell it. See? It's really 7362. 7362. Mr. Donald Hescue? Yeah. It's the- Mr.- The Superior Trades. Superior Skilled Trades. The Superior Skilled Trades. Superior Skilled Trades. Yes. Yeah. Okay, Mr. Hescue, and just for security purposes, can you please verify your address and date of birth? 701 Dad Creek Drive, Madison, Alabama. 35756. Okay, sir. And your date of birth? 3/6/'53. Okay. Uh, your phone number, 256-274-3684? Yes. Okay, we don't have email addresses here for you. Would you like to provide us one or not? Provide you with what? An e- email address. I don't have one. Okay, perfect. That's okay. Who is- Who is- Okay, um... Go ahead, sir. Uh, who is this? We are Benefits in a Card. We are the new administrators for the healthcare insurance for Superior Skilled Trades. Okay. The company that you guys were working before with, uh, they're no longer provide you the insurance. Now, the healthcare insurance is through us. So, what they did, uh, they transfer, uh, the insurance to us, but you said that you don't want any. Is that correct? That's correct. Okay, so in that case, I'm going to request a cancellation. Okay. Give me just a minute, please. Okay. Because they transferred it into us, um, still... Well, I don't know if they already make a deduction or not for your insurance. The only thing I can tell you, it's not showing in my system, but I don't do the deductions. We don't do deductions. Okay. That came from, uh, SST. So, cancellations takes between seven to 10 business days. Okay. So, I'm not sure if you're going to see one or two deductions before the cancellation complete, but after that- Will I get my- After two weeks, there will be no, no more deductions. I mean, there will be- Will I can get that back? Everything's going to be canceled. Will I get the money back that they deducted? I'm not sure. I will have to ask that to my supervisor, because, uh, they just transferred the coverage you previously had- you had with the previous company. Uh, who? You talking about Aetna or SST? The- the SST. Okay. SST transferred the whole coverage for their employees. The, the current coverage, they transfer it. Okay. So they became active on, on, on the... Ready to became active, like future enrollments. So I will have- Do you know how much ??????? I'm sorry. Can you repeat that for me? It was breaking up. Do you know what that, uh, in- uh, insurance cost? Okay. The, the coverage you had before was vision, dental, medical, short-term disability, term life, and preventive care. That one was, uh, \$52.77 per week. Okay. Actually, I want to cancel all this stuff. Okay. Yes, I already sent the request. Okay, ma'am. So it will be one to two weeks before it cancels. Okay, sir? Okie-doke. Thank you, ma'am. You're more than welcome.

Anything else that I can help you with? No, ma'am. That's all. Okay, sir. So thank you for calling Benefits in a Card. Wish you do have a wonderful day, sir. Uh, you too. Bye-bye. Thank you very much. Bye-bye.

Conversation Format

Speaker None: You've called in Benefits in a Card. My name is Sarah. May I have your name, please? Don Hescue. Hello, sir. How may I help you? I, uh, on this benefits stuff, I don't want any benefits. No insurance, no nothing. Sure, sir. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social to locate in the system? It's SST. I don't know the name of it. It's a temp agency. Like- Okay. It's SST? Okay. Uh, the, the last part of your Social, sir? 7362. 7362. That's not how to spell it. See? It's really 7362. 7362. Mr. Donald Hescue? Yeah. It's the- Mr.- The Superior Trades. Superior Skilled Trades. The Superior Skilled Trades. Superior Skilled Trades. Yes. Yeah. Okay, Mr. Hescue, and just for security purposes, can you please verify your address and date of birth? 701 Dad Creek Drive, Madison, Alabama. 35756. Okay, sir. And your date of birth? 3/6/'53. Okay. Uh, your phone number, 256-274-3684? Yes. Okay, we don't have email addresses here for you. Would you like to provide us one or not? Provide you with what? An e- email address. I don't have one. Okay, perfect. That's okay. Who is- Who is- Okay, um... Go ahead, sir. Uh, who is this? We are Benefits in a Card. We are the new administrators for the healthcare insurance for Superior Skilled Trades. Okay. The company that you guys were working before with, uh, they're no longer provide you the insurance. Now, the healthcare insurance is through us. So, what they did, uh, they transfer, uh, the insurance to us, but you said that you don't want any. Is that correct? That's correct. Okay, so in that case, I'm going to request a cancellation. Okay. Give me just a minute, please. Okay. Because they transferred it into us, um, still... Well, I don't know if they already make a deduction or not for your insurance. The only thing I can tell you, it's not showing in my system, but I don't do the deductions. We don't do deductions. Okay. That came from, uh, SST. So, cancellations takes between seven to 10 business days. Okay. So, I'm not sure if you're going to see one or two deductions before the cancellation complete, but after that- Will I get my- After two weeks, there will be no, no more deductions. I mean, there will be- Will I can get that back? Everything's going to be canceled. Will I get the money back that they deducted? I'm not sure. I will have to ask that to my supervisor, because, uh, they just transferred the coverage you previously had- you had with the previous company. Uh, who? You talking about Aetna or SST? The- the SST. Okay. SST transferred the whole coverage for their employees. The, the current coverage, they transfer it. Okay. So they became active on, on, on the... Ready to became active, like future enrollments. So I will have- Do you know how much ??????? I'm sorry. Can you repeat that for me? It was breaking up. Do you know what that, uh, in- uh, insurance cost? Okay. The, the coverage you had before was vision, dental, medical, short-term disability, term life, and preventive care. That one was, uh, \$52.77 per week. Okay. Actually, I want to cancel all this stuff. Okay. Yes, I already sent the request. Okay, ma'am. So it will be one to two weeks before it cancels. Okay, sir? Okie-doke. Thank you, ma'am. You're more than welcome. Anything else that I can help you with? No, ma'am. That's all. Okay, sir. So thank you for calling Benefits in a Card. Wish you do have a wonderful day, sir. Uh, you too. Bye-bye.

Thank you very much. Bye-bye.