

Transcript: Sara

Marulanda-6383430297665536-4805406431330304

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Krista Nicole White? Who is this? This is Benefits in a Card calling on behalf of WorkSource. Oh, okay. Are you Miss Krista? Yes. Hi, ma'am. Um, okay. We're processing the enrollment forms for the healthcare coverage, um, on student Enrollment. On this enrollment, uh, you request coverage for employee only, but you add your spouse information. So the question is do you want, uh, the coverage for employee plus the spouses or just for yourself? Um, I was trying to get it for my spouse as well. Okay. Okay. So, you want, uh, the term life... okay, term life, uh, term, term life for yourself only and then term for employee plus the spouse? What was the other one for the spouse? I'm having a hard time hearing you. Okay. This, this is Jacinta. You request coverage for dental and term life, right? Yes. Yes. Okay. The term life was for employee plus spouse. Per- I'm sorry. Okay. I'm so sorry. I'm... The dental was for employee plus the spouse. Term life was for yourself only. Yes, it should be myself only. Okay. So now, you want... Okay, your company change. They employ- I mean, uh, your company now is not going to cover dental for employee anymore, anymore. They gonna cover, um, vision only for employee. Okay. Okay, so that one is gonna be for free. The dental, uh, you used to have before was, uh, because the company pay for that. And you were paying for your spouse. So, you still want the dental for employee plus the spouse? Yes. Even though it's, probably it's not covered anymore by the company? I mean, they don't wanna pay for it. How much is it? Okay, for both of you it's gonna be... Give me just a minute. Dental employee plus the spouse is gonna be \$7.01. Yes. I would like it for both of us. Okay. So, let me check that. Um, may I put you on hold for a minute? I want to be sure, uh, if I can make the changes because... Oh. Okay. Yeah. Okay. Okay, may I put you on hold for just a minute? Yes. Yes. Thank you, ma'am. I'll be right back with you. Thank you. Okay. Hello, Miss Krista? Yeah. Thank you for waiting, ma'am. Okay. So, the total weekly deduction is gonna be \$9.12. Remember, uh, WorkSource is paying for your vision coverage, um, so we got dental for employee plus the spouse, term life for employee only, and vision for employee only. That correct? Yes. Okay. So that's the way you want it. Okay, so, um... Hey, I'm sorry. I'm just waiting for the system to finish downloading. No, you're fine. Okay, so you just need to allow one to two weeks for your employer to start making the new deductions. Once you, once you see the new deductions, that means the vision coverage will become active, and, uh, you're gonna keep going with your dental- Okay, all right. ... for the employee and the spouse. Perfect. Thank you. All right, ma'am. You're more than welcome. And, uh, do you have any questions for us? Nope, I don't think so. Oh. All righty then. So, thank you for as well our call from Benefits in a Card. Have a wonderful day. You too. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Krista Nicole White? Who is this? This is Benefits in a Card calling on behalf of w- the WorkSource. Oh, okay. Are you Miss Krista? Yes. Hi, ma'am. Um, okay. We're processing the enrollment forms for the healthcare coverage, um, on student Enrollment. On this enrollment, uh, you request coverage for employee only, but you add your spouse information. So the question is do you want, uh, the coverage for employee plus the spouses or just for yourself? Um, I was trying to get it for my spouse as well. Okay. Okay. So, you want, uh, the term life... okay, term life, uh, term, term life for yourself only and then term for employee plus the spouse? What was the other one for the spouse? I'm having a hard time hearing you. Okay. This, this is Jacinta. You request coverage for dental and term life, right? Yes. Yes. Okay. The term life was for employee plus spouse. Per- I'm sorry. Okay. I'm so sorry. I'm... The dental was for employee plus the spouse. Term life was for yourself only. Yes, it should be myself only. Okay. So now, you want... Okay, your company change. They emplo- I mean, uh, your company now is not going to cover dental for employee anymore, anymore. They gonna cover, um, vision only for employee. Okay. Okay, so that one is gonna be for free. The dental, uh, you used to have before was, uh, because the company pay for that. And you were paying for your spouse. So, you still want the dental for employee plus the spouse? Yes. Even though it's, probably it's not covered anymore by the company? I mean, they don't wanna pay for it. How much is it? Okay, for both of you it's gonna be... Give me just a minute. Dental employee plus the spouse is gonna be \$7.01. Yes. I would like it for both of us. Okay. So, let me check that. Um, may I put you on hold for a minute? I want to be sure, uh, if I can make the changes because... Oh. Okay. Yeah. Okay. Okay, may I put you on hold for just a minute? Yes. Yes. Thank you, ma'am. I'll be right back with you. Thank you. Okay. Hello, Miss Krista? Yeah. Thank you for waiting, ma'am. Okay. So, the total weekly deduction is gonna be \$9.12. Remember, uh, WorkSource is paying for your vision coverage, um, so we got dental for employee plus the spouse, term life for employee only, and vision for employee only. That correct? Yes. Okay. So that's the way you want it. Okay, so, um... Hey, I'm sorry. I'm just waiting for the system to finish downloading. No, you're fine. Okay, so you just need to allow one to two weeks for your employer to start making the new deductions. Once you, once you see the new deductions, that means the vision coverage will become active, and, uh, you're gonna keep going with your dental- Okay, all right. ... for the employee and the spouse. Perfect. Thank you. All right, ma'am. You're more than welcome. And, uh, do you have any questions for us? Nope, I don't think so. Oh. All righty then. So, thank you for as well our call from Benefits in a Card. Have a wonderful day. You too. Thank you. You're welcome. Bye-bye. Bye-bye.