

## **Transcript: Sara**

**Marulanda-6466673744756736-5721133616676864**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, yes, Tony Washington. Hello, sir. How may I help you? Okay, yes. I had, um... I filled out my paperwork, uh, what, a week ago. But I wanted to make a change to it. I wanted to drop my son from my coverage. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Uh, Surge Staffing- Mm-hmm. ... and last four of my Social, 1093. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Uh, 115 Row 140, Nettleton, Mississippi, 38858. June 28, 1980. Email, delta boys1419@gmail.com? Yes. Phone number is 662-400-2385. Yeah. Okay. And, uh, this coverage is active, what, a month from employment or when? Okay. It's supposed to be... Well, we're just waiting for your company to start making deductions. If they make deductions, uh, from this paycheck, that's gonna become active next Monday. I mean, everything depends on the deductions. Uh... Um, you know what? I think... Uh, is there any way I can just cancel it all together and then apply later? Okay. You are allowed to cancel it, and... Well, we can make the request for the cancellation. Um, like I say, cancellations take seven to ten business days. So, if you're gonna have a deduction between those one or two weeks, you may see a deduction for, um, the healthcare coverage. Which I don't know, we don't handle that. That's from Surge. Well, I tell you what, just... I tell you what, just, uh, I want to change it. Just remove my son from it. From the whole plan? So free at eggs, group accident. Just leave the same plan only for yourself? Yes, that's all. Okay, so give me just a minute while I proceed with those, um, with those changes. Okay, so we're gonna have free at eggs, group accident... And what is that? Group accident, dental, short-term disability, critical illness, term life, vision, VIP Classic, which is the medical and behavioral health for employee only. Is that correct? Yes. Okay, so the next... Uh, I mean, the new deductions are gonna be \$44.86. Okay. So please allow one to two weeks for your employer to start making the new deductions. Once you see the first, uh, the new deduction, the first deduction, that means that the following Monday, that's when the coverage become active. And you're gonna receive the ID cards by the end of that week. Um, the medical is gonna be sent to your email only. If you wanna have copy of the medical, give us a call once you see the first deduction and we can or, uh, make the request for the card to be mailed. And what else? Well, until now, um, yes, we're just waiting for your company to start making deductions. Okay, thanks. All righty, sir. Other than that, is there anything else that I can help you with? No. That's all. Okay. So thank you. Thank you for calling Benefits in a Card with you too. Have a wonderful day. All right. Thanks. Okay. You're welcome. Bye-bye. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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