

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, Victoria. This is John Booth. I work out at Mohawk Golf Course and I just got a, a text saying that I need... or I- it's my opportunity to make adjustments to whatever needs adjusting, I guess benefits wise. I don't even know what I've got. What do I need to adjust? Okay. What's the name of the staffing agency you're working through? Um, that's American Staff, I believe. Would it be American Staff Corp? There we go. That's it. Okay. And the last four of your Social? 1167. All right, and your first and last name? John Booth. B-O-O-T-H. Okay. Do you mind verifying your address and date of birth? Um, 1424 South Indianapolis Avenue, Tulsa, Oklahoma, uh, and 10352. And then phone number 918-810-7407? Yes. Yes, it is. And then email is J-N-B Booth at gmail.com? Yes. Okay. Give me one second. So, it looks like... So, American Staff Corp automatically enrolls members into one of the medical plans unless you opt out beforehand, and it does look like you are pending for enrollment. Um, they- Yeah, I don't... Go ahead, I'm sorry. Um, I was just gonna say the MDC TeleRX is the plan that they typically enroll you into, and for employee only it's \$16.85 a week. Yeah, I... You know, I- I've got really good insur-... I don't need that. Thank you. Okay. I can go ahead and put in a request to have it canceled. Now with it being in a pending state, um, it-... You very well may see one to two payroll deductions just because cancellations are not immediate. It has to be processed through your payroll department. Mm-hmm. So, if you do see one to two payroll deductions, of course it will provide the coverage you're paying for until payroll has, uh, processed the cancellation. Okay. Um, but I went ahead and requested for that to be canceled, and you should be good to go from here. Thank you. Is that it? Uh, yes. That's all I need from you unless you have any other questions for me. Nope, I don't think so. Thank you. You're welcome. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, Victoria. This is John Booth. I work out at Mohawk Golf Course and I just got a, a text saying that I need... or I- it's my opportunity to make adjustments to whatever needs adjusting, I guess benefits wise. I don't even know what I've got. What do I need to adjust?

Speaker speaker_0: Okay. What's the name of the staffing agency you're working through?

Speaker speaker_1: Um, that's American Staff, I believe.

Speaker speaker_0: Would it be American Staff Corp?

Speaker speaker_1: There we go. That's it.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 1167.

Speaker speaker_0: All right, and your first and last name?

Speaker speaker_1: John Booth. B-O-O-T-H.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 1424 South Indianapolis Avenue, Tulsa, Oklahoma, uh, and 10352.

Speaker speaker_0: And then phone number 918-810-7407?

Speaker speaker_1: Yes. Yes, it is.

Speaker speaker_0: And then email is J-N-B Booth at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. So, it looks like... So, American Staff Corp automatically enrolls members into one of the medical plans unless you opt out beforehand, and it does look like you are pending for enrollment. Um, they-

Speaker speaker_1: Yeah, I don't... Go ahead, I'm sorry.

Speaker speaker_0: Um, I was just gonna say the MDC TeleRX is the plan that they typically enroll you into, and for employee only it's \$16.85 a week.

Speaker speaker_1: Yeah, I... You know, I- I've got really good insur... I don't need that. Thank you.

Speaker speaker_0: Okay. I can go ahead and put in a request to have it canceled. Now with it being in a pending state, um, it... You very well may see one to two payroll deductions just because cancellations are not immediate. It has to be processed through your payroll department.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, if you do see one to two payroll deductions, of course it will provide the coverage you're paying for until payroll has, uh, processed the cancellation.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but I went ahead and requested for that to be canceled, and you should be good to go from here.

Speaker speaker_1: Thank you. Is that it?

Speaker speaker_0: Uh, yes. That's all I need from you unless you have any other questions for me.

Speaker speaker_1: Nope, I don't think so. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.