

Transcript: VICTORIA

Taylor-4626150764265472-4561629886496768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Uh, my name is Jason Scott and I was calling to get some information. Okay. I'm currently with TRC Staffing, and I was just checking to see about some benefits. Okay. Um, let me pull up your file. What's the last four of your Social? It's 0003. And your first and last name? Jason Scott. Okay. Do you mind verifying your address and date of birth? Yeah. 1758 Kimberley Drive, Southwest, Marietta, Georgia 30008. 122372. Okay. And then phone number is 678-431-6768? That's it. And email is gonna be jasonkiscott1@comcast.net? Yes, ma'am. Okay. Um, so I see that you're enrolled into the short-term disability for employee only and then the term life for employee plus family. Okay, so I am enrolled in that? Yes, sir. All right, and that is for the '24, '25? Mm. Are you talking about- Or for, for next month? ... prior? No, it's for the... for next year or for- It's what you're currently in, um... Yeah. So it's what you're currently enrolled into and it will go up until next year unless you make changes. Yes, I wanted to keep that, but is there any information, like if I have to use it, you know, what, what I would need to do or, you know, what, what it covers? I mean, I... With us just being your administrators, I have general information. Um, so what I know about the term life policy is that in the event of your passing, your beneficiary would get the benefit amount of \$20,000. Um, and since you have it for both your spouse and your children, uh, in the event of your spouse's passing, you would get \$2,500. Uh, children six months up to age 26, you would get \$2,500. And then children 14 days up to six months, you would get \$500 for... Okay. And then, uh- Now, the short-term... Yeah, that one. Mm-hmm. So, uh, the short-term disability is available for all active employees working 20 hours or more per week. There is an elimination period of seven days. Uh, you would get the benefit amount for up to 90 days. And the benefit amount would be \$650 a month. Okay. A month? So that means I would just get paid... That would be what I would be paid a month for the 90 days? Yes, sir. Okay. Yep. For 90 days you would get \$650 a month. All right. Is there a, like, enrollment period where if I wanted to do an enrollment, is that still... am I... is it still open enrollment right now? Um, so as of right now, it's not open enrollment. Um, let me see if we have the date for the next one. Yep, it looks like it already happened during September to mid-October. So it was open enrollment from September 23rd up to the 16th of October. Okay. So if I didn't enroll, it just, um, carried over what I selected last year- Right. ... which was that short-term? Yes, sir. All right. So that will take into effect for this year coming up too, '25? That right? Yes. It'll keep going unless you make changes to it. Okay. All right. Well, thank you. That's, that's what I was looking for. Now, um, uh, to get it on paper, who would I reach out to? Um, I would assume the actual insurance carrier, um, which both the short-term disability and term life are through American Public Life. And I can give you that number. Okay, thank you. Please. Okay. Uh, so their phone number is 800-256-8606.

800-256-8606. Yes, sir. All right. So 800-256-8606, right? Yes, sir. Mm-hmm. All right. Thank you. You're welcome. You have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Uh, my name is Jason Scott and I was calling to get some information.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm currently with TRC Staffing, and I was just checking to see about some benefits.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: It's 0003.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jason Scott.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. 1758 Kimberley Drive, Southwest, Marietta, Georgia 30008. 122372.

Speaker speaker_1: Okay. And then phone number is 678-431-6768?

Speaker speaker_2: That's it.

Speaker speaker_1: And email is gonna be jasonkiscott1@comcast.net?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so I see that you're enrolled into the short-term disability for employee only and then the term life for employee plus family.

Speaker speaker_2: Okay, so I am enrolled in that?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, and that is for the '24, '25?

Speaker speaker_1: Mm. Are you talking about-

Speaker speaker_2: Or for, for next month?

Speaker speaker_1: ... prior?

Speaker speaker_2: No, it's for the... for next year or for-

Speaker speaker_1: It's what you're currently in, um... Yeah. So it's what you're currently enrolled into and it will go up until next year unless you make changes.

Speaker speaker_2: Yes, I wanted to keep that, but is there any information, like if I have to use it, you know, what, what I would need to do or, you know, what, what it covers?

Speaker speaker_1: I mean, I... With us just being your administrators, I have general information. Um, so what I know about the term life policy is that in the event of your passing, your beneficiary would get the benefit amount of \$20,000. Um, and since you have it for both your spouse and your children, uh, in the event of your spouse's passing, you would get \$2,500. Uh, children six months up to age 26, you would get \$2,500. And then children 14 days up to six months, you would get \$500 for...

Speaker speaker_2: Okay.

Speaker speaker_1: And then, uh-

Speaker speaker_2: Now, the short-term... Yeah, that one.

Speaker speaker_1: Mm-hmm. So, uh, the short-term disability is available for all active employees working 20 hours or more per week. There is an elimination period of seven days. Uh, you would get the benefit amount for up to 90 days. And the benefit amount would be \$650 a month.

Speaker speaker_2: Okay. A month? So that means I would just get paid... That would be what I would be paid a month for the 90 days?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep. For 90 days you would get \$650 a month.

Speaker speaker_2: All right. Is there a, like, enrollment period where if I wanted to do an enrollment, is that still... am I... is it still open enrollment right now?

Speaker speaker_1: Um, so as of right now, it's not open enrollment. Um, let me see if we have the date for the next one. Yep, it looks like it already happened during September to mid-October. So it was open enrollment from September 23rd up to the 16th of October.

Speaker speaker_2: Okay. So if I didn't enroll, it just, um, carried over what I selected last year-

Speaker speaker_1: Right.

Speaker speaker_2: ... which was that short-term?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. So that will take into effect for this year coming up too, '25? That right?

Speaker speaker_1: Yes. It'll keep going unless you make changes to it.

Speaker speaker_2: Okay. All right. Well, thank you. That's, that's what I was looking for. Now, um, uh, to get it on paper, who would I reach out to?

Speaker speaker_1: Um, I would assume the actual insurance carrier, um, which both the short-term disability and term life are through American Public Life. And I can give you that number.

Speaker speaker_2: Okay, thank you. Please.

Speaker speaker_1: Okay. Uh, so their phone number is 800-256-8606.

Speaker speaker_2: 800-256-8606.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. So 800-256-8606, right?

Speaker speaker_1: Yes, sir. Mm-hmm.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.