

Transcript: VICTORIA

Taylor-4634565385601024-6689705491906560

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, yes, Victoria. Um, I have my husband on the line to give me authorization, um, to add something on his benefits. Okay. Okay. Hey, Victoria. Hey. Uh, what's the name of the agency you work for? Uh, TRC. And the last four of your Social? 0687. Okay. And your first and last name? Gregory Cannon. Okay. Gregory, do you mind verifying your address and date of birth? Yeah, 636 Delaney Bend, Columbia, South Carolina 29229, 5/20/1967. Okay. And then phone number 479-2613? Yes. And email's gonna be, uh, g and then c-a-n-n37@yahoo.com? Yes, uh-huh. Okay. Give me one second. And do you give us, uh, verbal permission to speak with your wife, as well as for her to make any changes to your policies? Yes, I do. Okay. And, um, I'm sorry, ma'am, what is your name? Ursula Cannon. Okay. Do you mind spelling your first name just to make sure I get that right? Yes. U-R-S-H-U-L-A. U-R-S-H-U-L-A? Correct. Okay. Okay. And, uh, what type of change are you guys wanting to make? Um, just dental, add dental. Okay. So, it looks like he's actually already enrolled into dental, um, as well as term life- Oh. ... for employee only. Okay. I did not know... Oh, for employee only. Okay. I want it to be added. Okay. I thought it was both of us. Okay. All right. Okay. So, we're just adding you onto the dental. Are we leaving the term life for employee only? Um, how m- how much is the term life for both of us? Okay. So, if you guys do dental and term life for employee plus spouse, in total it's gonna be \$9.28 a week. Oh, yeah. Yeah, that's fine. Okay. Yeah. That's fine. And then, let's see. Give me just one second. Mm-hmm. Oh,..... Mm-hmm. I was gonna buy..... And what is your date of birth? Um, 2/7/69. All right. And then your full Social? 250-59-1508. All righty. So, listing you as a dependent. And so, from here, it can take about one to two weeks for the changes to be processed through his payroll. Okay. So, you might not see that, uh, new deduction for employee plus spouse until two weeks from now. Okay. Once he does see the first deduction, coverage will start the following Monday. Oh, okay. Um, and then you guys should receive a new dental ID card that'll say employee plus spouse on it, um- Okay. ... once the coverage is active, and that typically takes about seven to ten business days. Okay. Great. Great. Great. Great. Great. Okay. Is there anything else you guys might need, uh, need help with? Um, no, ma'am. That should be it. All righty. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Bye-bye. Okay. Okay. Let me call you back. Let me hang up and call you. Bye. I'll, I'll be back.

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, yes, Victoria. Um, I have my husband on the line to give me authorization, um, to add something on his benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_3: Hey, Victoria.

Speaker speaker_1: Hey. Uh, what's the name of the agency you work for?

Speaker speaker_3: Uh, TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_3: 0687.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_3: Gregory Cannon.

Speaker speaker_1: Okay. Gregory, do you mind verifying your address and date of birth?

Speaker speaker_3: Yeah, 636 Delaney Bend, Columbia, South Carolina 29229, 5/20/1967.

Speaker speaker_1: Okay. And then phone number 479-2613?

Speaker speaker_3: Yes.

Speaker speaker_1: And email's gonna be, uh, g and then c-a-n-n37@yahoo.com?

Speaker speaker_3: Yes, uh-huh.

Speaker speaker_1: Okay. Give me one second. And do you give us, uh, verbal permission to speak with your wife, as well as for her to make any changes to your policies?

Speaker speaker_3: Yes, I do.

Speaker speaker_1: Okay. And, um, I'm sorry, ma'am, what is your name?

Speaker speaker_2: Ursula Cannon.

Speaker speaker_1: Okay. Do you mind spelling your first name just to make sure I get that right?

Speaker speaker_2: Yes. U-R-S-H-U-L-A.

Speaker speaker_1: U-R-S-H-U-L-A?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Okay. And, uh, what type of change are you guys wanting to make?

Speaker speaker_2: Um, just dental, add dental.

Speaker speaker_1: Okay. So, it looks like he's actually already enrolled into dental, um, as well as term life-

Speaker speaker_2: Oh.

Speaker speaker_1: ... for employee only.

Speaker speaker_2: Okay. I did not know... Oh, for employee only. Okay. I want it to be added.

Speaker speaker_1: Okay.

Speaker speaker_2: I thought it was both of us.

Speaker speaker_1: Okay. All right. Okay. So, we're just adding you onto the dental. Are we leaving the term life for employee only?

Speaker speaker_2: Um, how m- how much is the term life for both of us?

Speaker speaker_1: Okay. So, if you guys do dental and term life for employee plus spouse, in total it's gonna be \$9.28 a week.

Speaker speaker_2: Oh, yeah. Yeah, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. That's fine.

Speaker speaker_1: And then, let's see. Give me just one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Oh,.....

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: I was gonna buy.....

Speaker speaker_1: And what is your date of birth?

Speaker speaker_2: Um, 2/7/69.

Speaker speaker_1: All right. And then your full Social?

Speaker speaker_2: 250-59-1508.

Speaker speaker_1: All righty. So, listing you as a dependent. And so, from here, it can take about one to two weeks for the changes to be processed through his payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, you might not see that, uh, new deduction for employee plus spouse until two weeks from now.

Speaker speaker_2: Okay.

Speaker speaker_1: Once he does see the first deduction, coverage will start the following Monday.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, and then you guys should receive a new dental ID card that'll say employee plus spouse on it, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... once the coverage is active, and that typically takes about seven to ten business days.

Speaker speaker_2: Okay. Great. Great. Great. Great. Great. Okay.

Speaker speaker_1: Is there anything else you guys might need, uh, need help with?

Speaker speaker_2: Um, no, ma'am. That should be it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay. Let me call you back. Let me hang up and call you.

Speaker speaker_3: Bye.

Speaker speaker_2: I'll, I'll be back.