

Transcript: VICTORIA

Taylor-4955316115947520-6309141456306176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Victoria. How can I help you? Yes, hello. My name is Ruben Perez. I just, um, I, uh, I'm a new employee with Partners Personnel and, um, I did sign up for benefits, but, um, for dental benefits, but this is my first week they've been taken out, which is okay, but I, I'm actually gonna go through Covered California, so I'm not gonna be needing them. I'm still within my, like, like 30 days of my first check, so I was hoping I can just cancel it. Okay. Well, what's the name of the agency you work for? Partners Personnel. And the last four of your Social? 2784. Okay. And you said Ruben Perez? Correct. Okay. Do you mind verifying your address and date of birth? It's 926 South Windsor, Stockton, California, 95205. Date of birth is 12/06/1982. And then phone number 350-217-0126? Correct. And then email is consultinginnovations.inc@gmail.com? Yes. Okay. Um, so I can definitely go ahead and cancel the coverage. However, it does take about one to two weeks for the cancellation to be processed through payroll, um, so there is a possibility you would see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Um, what do you mean? Like... So like I said, cancellations take about one to two weeks to be processed through payroll. Mm-hmm. So there's a possibility you would see one to two payroll deductions. Mm-hmm. If you do see one to two payroll deductions, of course, it's gonna provide the coverage you're paying for until the cancellation has been processed through payroll. Oh, okay. Yeah. But I, I don't even ha- I don't even have a card to, to use it. I mean, I don't even know where to, where to, where to go to, so- Yeah, so- ... regardless. Yeah, once the coverage is active, which it looks like we just received a deduction for it today, so the coverage should be- Yeah. ... active Monday the 25th. Once that- Mm-hmm. ... coverage is active, ID cards are made and sent to you within seven to 10 business days. Yeah. Okay. Well, um, if, if I get it, I get it. If not, th- that's fine. Thank you very much. Now... Sure. Were you wanting to cancel the short-term disability you signed up for as well or just the dental? No, just, just the dental. That's it. Okay. Um, let's see. So you would be keeping the short-term disability and canceling the dental. So the short-term disability for itself would be \$3.94 a week. Yes. Yes. I, I'd seen that deduction already. Okay. Was there anything else that you needed help with? No, not, not at the moment. All righty. You have a wonderful day. Thank you. Thank you. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Yes, hello. My name is Ruben Perez. I just, um, I, uh, I'm a new employee with Partners Personnel and, um, I did sign up for benefits, but, um, for dental benefits, but this is my first week they've been taken out, which is okay, but I, I'm actually gonna go through Covered California, so I'm not gonna be needing them. I'm still within my, like, like 30 days of my first check, so I was hoping I can just cancel it.

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

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2784.

Speaker speaker_1: Okay. And you said Ruben Perez?

Speaker speaker_2: Correct.

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

Speaker speaker_2: It's 926 South Windsor, Stockton, California, 95205. Date of birth is 12/06/1982.

Speaker speaker_1: And then phone number 350-217-0126?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is consultinginnovations.inc@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I can definitely go ahead and cancel the coverage. However, it does take about one to two weeks for the cancellation to be processed through payroll, um, so there is a possibility you would see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_2: Um, what do you mean? Like...

Speaker speaker_1: So like I said, cancellations take about one to two weeks to be processed through payroll.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So there's a possibility you would see one to two payroll deductions.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you do see one to two payroll deductions, of course, it's gonna provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_2: Oh, okay. Yeah. But I, I don't even ha- I don't even have a card to, to use it. I mean, I don't even know where to, where to, where to go to, so-

Speaker speaker_1: Yeah, so-

Speaker speaker_2: ... regardless.

Speaker speaker_1: Yeah, once the coverage is active, which it looks like we just received a deduction for it today, so the coverage should be-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... active Monday the 25th. Once that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... coverage is active, ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_2: Yeah. Okay. Well, um, if, if I get it, I get it. If not, th- that's fine. Thank you very much.

Speaker speaker_1: Now... Sure. Were you wanting to cancel the short-term disability you signed up for as well or just the dental?

Speaker speaker_2: No, just, just the dental. That's it.

Speaker speaker_1: Okay. Um, let's see. So you would be keeping the short-term disability and canceling the dental. So the short-term disability for itself would be \$3.94 a week.

Speaker speaker_2: Yes. Yes. I, I'd seen that deduction already.

Speaker speaker_1: Okay. Was there anything else that you needed help with?

Speaker speaker_2: No, not, not at the moment.

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

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bye-bye.