

Transcript: VICTORIA

Taylor-4970475973296128-6519415663280128

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? Yes, I was wanting to, uh, enroll in the upcoming benefits. Okay. What's the name of the agency you work for? Uh, Crown Staffing. And the last four of your Social? 5898. And your first and last name? Amanda, last name is H-o-e-h-n. Okay. Do you mind verifying your address and date of birth? Uh, date of birth is 11/20/80. Address is 43 Timberway Drive, Katy, Kentucky 42211. And then phone number 270-348-1942? Yes. And email i- email is, uh, first initial_last name@yahoo.com? Correct. Okay. Um, so I see that you're actually already enrolled into the dental term life and vision for employee plus family and then the short-term disability for just yourself. Um, I wanna stay, uh, in the vision and dental. Um... Let's see, was there... There wasn't different tiers for dental this upcoming year, was there? No, ma'am. There's only one plan for, uh, the dental and vision. Okay. Um, and you said the short-term disability? Yeah. You have short-term disability for employee only and then the term life for you and your family. Mm-hmm. Okay. Um, can you tell me what I... what premium I'm paying for the term life for family right now? So what you're paying weekly is \$2.98. Okay. I'll keep that the same then. Um... Let's see. And then, um, I'm also wanting to enroll, um, the 24-hour group accident. Okay. Um, for myself only. Okay. One moment. And then, um, also the... under the health insurance, the VIP Classic for myself. Okay. And then the... the MEC TeleRx for myself only. Okay. And that should be it. Okay. So we're gonna be keeping everything like it is that you're already currently enrolled into and then just adding on the group accident, the VIP Classic and the MEC TeleRx for yourself? Um, yes. Okay. Give me one second. Mm-hmm. Okay. I made notes. I have... Okay. So the VIP Classic, the group accident, the MEC TeleRx, dental term life and vision for employee plus family and then term life for e-... or I'm s- I'm sorry, short-term disability for employee only. Looks like it comes out to a total of \$65.43. And that's a week? Yes. Mm-hmm. Okay. Hang on. You said six-... What was it? 65- \$65.43. Okay. Okay. Um, and I wanna stay... with the vision and dental, I have... Mm-hmm. Let me see my cards. When I tried using my card last, it was saying it was the wrong... Let's see. Yeah, like my... the group number and stuff was wrong, so I don't know which one, which i- if it will even show you like a group number that I currently have or not. Do you not have your ID cards? So, so the, the vision one that I have, when I went to use it, they said it was inactive, so they gave me-The employee ID and group number, um, over the phone, which is different for my card as far as the vision, and the dental, I don't even think the dental I have used. Okay. Um. Hmm. I mean, I can look up your ID cards and email you copies. Yes. Can you do that please? Sure. Give me just one second. I'll be right back. Okay. All righty. Thank you so much for holding. So, I just sent the dental and vision ID cards to your email. Okay. Um, and then just to let you know, it will take about one to two weeks for, uh, the changes to be processed through payroll. So,

once you see that, uh, new deduction of \$65.43 being taken from your check, the coverage for, uh, the VIP Classic, MEC TeleRx, and group accident will start the following Monday. Um, now the ID card for the VIP Classic is typically emailed to you, but the ID card for the MEC TeleRx is gonna be mailed. Okay. All right. All right, thank you. Was there anything else? Um, no. All righty. You have a wonderful day. All right, 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 On a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I was wanting to, uh, enroll in the upcoming benefits.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, Crown Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5898.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Amanda, last name is H-o-e-h-n.

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

Speaker speaker_2: Uh, date of birth is 11/20/80. Address is 43 Timberway Drive, Katy, Kentucky 42211.

Speaker speaker_1: And then phone number 270-348-1942?

Speaker speaker_2: Yes.

Speaker speaker_1: And email i- email is, uh, first initial_last name@yahoo.com?

Speaker speaker_2: Correct.

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

Speaker speaker_2: Um, I wanna stay, uh, in the vision and dental. Um... Let's see, was there... There wasn't different tiers for dental this upcoming year, was there?

Speaker speaker_1: No, ma'am. There's only one plan for, uh, the dental and vision.

Speaker speaker_2: Okay. Um, and you said the short-term disability?

Speaker speaker_1: Yeah. You have short-term disability for employee only and then the term life for you and your family.

Speaker speaker_2: Mm-hmm. Okay. Um, can you tell me what I... what premium I'm paying for the term life for family right now?

Speaker speaker_1: So what you're paying weekly is \$2.98.

Speaker speaker_2: Okay. I'll keep that the same then. Um... Let's see. And then, um, I'm also wanting to enroll, um, the 24-hour group accident.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, for myself only.

Speaker speaker_1: Okay.

Speaker speaker_2: One moment. And then, um, also the... under the health insurance, the VIP Classic for myself.

Speaker speaker_1: Okay.

Speaker speaker_2: And then the... the MEC TeleRx for myself only.

Speaker speaker_1: Okay.

Speaker speaker_2: And that should be it.

Speaker speaker_1: Okay. So we're gonna be keeping everything like it is that you're already currently enrolled into and then just adding on the group accident, the VIP Classic and the MEC TeleRx for yourself?

Speaker speaker_2: Um, yes.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Mm-hmm. Okay. I made notes. I have...

Speaker speaker_1: Okay. So the VIP Classic, the group accident, the MEC TeleRx, dental term life and vision for employee plus family and then term life for e... or I'm s- I'm sorry, short-term disability for employee only. Looks like it comes out to a total of \$65.43.

Speaker speaker_2: And that's a week?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: Okay. Hang on. You said six-... What was it? 65-

Speaker speaker_1: \$65.43.

Speaker speaker_2: Okay. Okay. Um, and I wanna stay... with the vision and dental, I have...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Let me see my cards. When I tried using my card last, it was saying it was the wrong... Let's see. Yeah, like my... the group number and stuff was wrong, so I don't know which one, which i- if it will even show you like a group number that I currently have or

not.

Speaker speaker_1: Do you not have your ID cards?

Speaker speaker_2: So, so the, the vision one that I have, when I went to use it, they said it was inactive, so they gave me-The employee ID and group number, um, over the phone, which is different for my card as far as the vision, and the dental, I don't even think the dental I have used.

Speaker speaker_1: Okay. Um. Hmm. I mean, I can look up your ID cards and email you copies.

Speaker speaker_2: Yes. Can you do that please?

Speaker speaker_1: Sure. Give me just one second. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So, I just sent the dental and vision ID cards to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then just to let you know, it will take about one to two weeks for, uh, the changes to be processed through payroll. So, once you see that, uh, new deduction of \$65.43 being taken from your check, the coverage for, uh, the VIP Classic, MEC TeleRx, and group accident will start the following Monday. Um, now the ID card for the VIP Classic is typically emailed to you, but the ID card for the MEC TeleRx is gonna be mailed.

Speaker speaker_2: Okay. All right. All right, thank you.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: Um, no.

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

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you. Bye-bye.