

Transcript: VICTORIA

Taylor-5025785541869568-5669153187872768

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? Uh, yeah, I was calling to see if I could opt out of the medical for Innovative Fast- Staffing Solutions. Okay. Uh, what's the last four of your Social? 5548. And your first and last name? Uh, it's Ralph Taylor. Uh, would it be Ralph Taylor, Jr.? Yes, ma'am. Okay. Uh, do you mind verifying your address and date of birth? Uh, it's 200, uh, I can't remember if I put it as Shelton or Sturgis Street, Lira, Illinois, PO Box 22. Uh, okay. Yeah, it looks like I have 200 West, uh, Sturgis Street. Is that the best address for you? Ye- yeah. They go by both, either Sturgis or Shelton. That's, that's why I'm always confused on what I put, but Sturgis is the one that pops up, yes. Okay. And that's in, uh, V- Valeer, Illinois? Valeer, yeah, Valeer. Oh, okay. 62812? Yes, ma'am. Oh, sorry, 62891. And then... Sorry. Oh, okay. 62891. All right. And your date of birth? Uh, 2/26/02. And then phone number is 618-200-1020? Yes. And then email is, uh, ralphT-A-Y-L-O22@gmail. Yes, ma'am. Oh, okay. Let's see. Okay. It looks like you're actually already enrolled into the medical and the dental for just yourself. Are you wanting to cancel that? Uh, yes. Okay. Now, I know cancellations typically take about one to two weeks to be processed through your payroll. That is fine. So you may, uh, you may see one to two more payroll deductions. If you do, it will provide the coverage that you're paying for until your payroll department has, uh, processed the cancellation on their end. Okay. And then, was there anything else you might need help with? Nope, that'll be all. Okay, perfect. And just to make sure, you did want to cancel the medical and the dental? Uh, how much is, uh, the medical and dental? Like, separately, how much are they? Yes, okay. The medical is \$22.94 a week, and the dental is \$3.38 a week. Yeah, just, uh, you said the dental was three dollars and how much? \$3.38 a week. Uh, what does the dental cover? Like, anything dental-wise, or...? Yeah. So, um, it is a pretty basic dental plan. So it covers your preventative dental work at 100% and then basic services, like fillings and extractions, at 80% once you meet the \$40 deductible. Um, the biggest thing to know about the plan is that it's not gonna cover any major dental work, like crowns or orthodontists. Okay. Go ahead and, uh, take that off too. Okay. All righty. All right. Well, I went ahead and canceled both for you, and you're good to go from here. Did you have any other questions for me? No, ma'am. That'll be it. Okay. You have a wonderful day. You too. 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: Uh, yeah, I was calling to see if I could opt out of the medical for Innovative Fast- Staffing Solutions.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 5548.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, it's Ralph Taylor.

Speaker speaker_1: Uh, would it be Ralph Taylor, Jr.?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, it's 200, uh, I can't remember if I put it as Shelton or Sturgis Street, Lira, Illinois, PO Box 22.

Speaker speaker_1: Uh, okay. Yeah, it looks like I have 200 West, uh, Sturgis Street. Is that the best address for you?

Speaker speaker_2: Ye- yeah. They go by both, either Sturgis or Shelton. That's, that's why I'm always confused on what I put, but Sturgis is the one that pops up, yes.

Speaker speaker_1: Okay. And that's in, uh, V- Valeer, Illinois?

Speaker speaker_2: Valeer, yeah, Valeer.

Speaker speaker_1: Oh, okay. 62812?

Speaker speaker_2: Yes, ma'am. Oh, sorry, 62891.

Speaker speaker_1: And then...

Speaker speaker_2: Sorry.

Speaker speaker_1: Oh, okay. 62891. All right. And your date of birth?

Speaker speaker_2: Uh, 2/26/02.

Speaker speaker_1: And then phone number is 618-200-1020?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is, uh, ralphT-A-Y-L-O22@gmail.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Oh, okay. Let's see. Okay. It looks like you're actually already enrolled into the medical and the dental for just yourself. Are you wanting to cancel that?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. Now, I know cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_2: That is fine.

Speaker speaker_1: So you may, uh, you may see one to two more payroll deductions. If you do, it will provide the coverage that you're paying for until your payroll department has, uh, processed the cancellation on their end.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, was there anything else you might need help with?

Speaker speaker_2: Nope, that'll be all.

Speaker speaker_1: Okay, perfect. And just to make sure, you did want to cancel the medical and the dental?

Speaker speaker_2: Uh, how much is, uh, the medical and dental? Like, separately, how much are they?

Speaker speaker_1: Yes, okay. The medical is \$22.94 a week, and the dental is \$3.38 a week.

Speaker speaker_2: Yeah, just, uh, you said the dental was three dollars and how much?

Speaker speaker_1: \$3.38 a week.

Speaker speaker_2: Uh, what does the dental cover? Like, anything dental-wise, or...?

Speaker speaker_1: Yeah. So, um, it is a pretty basic dental plan. So it covers your preventative dental work at 100% and then basic services, like fillings and extractions, at 80% once you meet the \$40 deductible. Um, the biggest thing to know about the plan is that it's not gonna cover any major dental work, like crowns or orthodontists.

Speaker speaker_2: Okay. Go ahead and, uh, take that off too.

Speaker speaker_1: Okay. All righty.

Speaker speaker_2: All right.

Speaker speaker_1: Well, I went ahead and canceled both for you, and you're good to go from here. Did you have any other questions for me?

Speaker speaker_2: No, ma'am. That'll be it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.