

Transcript: VICTORIA

Taylor-5124480889569280-5278360977850368

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Vivian. Okay. How can I help you? Um, I was curious if you could tell me how much money has been taken out of my paycheck for the past couple weeks for insurance, for Benefits on a Card. Do you have that information? Um, I can take a look and see if you're enrolled into anything. What's the, uh, name of the agency? Well, at this... I am enrolled. Are you able to see how much money is being taken out or no? Yes. If you're- Okay, cool. Then- ... enrolled I would be able to see. Yeah. What's the name of the agency- Okay. ... where, where- Creative Circle. And the last four of your Social? 4035. And your first and last name one more time. Vivian Simmons. Okay. Do you mind verifying your address and date of birth? Uh, 2248 9th Ave, San Francisco, California. Um, 13920. Okay. Phone number is 264-4287? Yeah. Okay. And then email is first and last name at Gmail. Yeah. Okay. So it looks like you're enrolled into the MEC TeleRx, which is \$15.63 a week. Okay. And is that how much has been taken out for the last few weeks? Yes. So let's see. Give me one second. So for this week, for February 10th through the 16th, it looks like there was a refund for the deduction because you, you were only charged \$7.90 so it looks like that was refunded back to you. Okay. Um, the week, or the week before, for the 3rd through the 9th, it looks like you were originally charged \$10. No, I'm sorry. You were originally charged \$13.53. Okay. Is that, is that accurate? I'm sorry? Okay. Then that's what I'm supposed to be getting charged? No. So for what you're supposed to be getting charged, it's \$15.63. Do you know why it's different? Uh, so we don't make the deductions. I'm not sure why they deducted the wrong amount to begin with. That's something maybe payroll would be able to answer for you. Um, yeah, 'cause it just looks like they had the wrong amount for a few of the deductions. Okay, but then that's not you guys. That's payroll, so I'll talk to payroll then. Yeah. Okay, cool, but just to confirm with you guys that you handle everything, I am currently not enrolled in anything but the MEC plan. I'm only enrolled in Vision. I mean, I'm only enrolled in MEC, no Vision. Yeah, the only thing you're enrolled into is that MEC TeleRx which is \$15.63 a week. Okay, cool. Do you guys... Can you mind... Do you mind sending me an email confirming that so that I can kind of like show payroll and be like, "Hey, what's up here?" I would just like something out so that I can show them what I'm talking about. Otherwise, because I don't know anything about insurance obviously, like I don't even know how to explain that, you know? Okay. Um, let's see. Just send me an email. You have my email. That's a pay like Vivian's coverage is just like this MEC starting this day to this day or whatever. Yeah, I mean, I can definitely request for a confirmation to be sent to you. Um, it just typically takes about 24 to 48 business hours. That's fine. Um, cool. If everything's handled on your end, I have to go. Is there anything else you need from me? Nope. Do you have any other questions? No, I just want like a written statement of that. Okay. Well, I will go ahead and request for a confirmation to be sent to you. Okay, thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, this is Vivian.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Um, I was curious if you could tell me how much money has been taken out of my paycheck for the past couple weeks for insurance, for Benefits on a Card. Do you have that information?

Speaker speaker_0: Um, I can take a look and see if you're enrolled into anything. What's the, uh, name of the agency?

Speaker speaker_1: Well, at this... I am enrolled. Are you able to see how much money is being taken out or no?

Speaker speaker_0: Yes. If you're-

Speaker speaker_1: Okay, cool. Then-

Speaker speaker_0: ... enrolled I would be able to see.

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the name of the agency-

Speaker speaker_1: Okay.

Speaker speaker_0: ... where, where-

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4035.

Speaker speaker_0: And your first and last name one more time.

Speaker speaker_1: Vivian Simmons.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2248 9th Ave, San Francisco, California. Um, 13920.

Speaker speaker_0: Okay. Phone number is 264-4287?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then email is first and last name at Gmail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So it looks like you're enrolled into the MEC TeleRx, which is \$15.63 a week.

Speaker speaker_1: Okay. And is that how much has been taken out for the last few weeks?

Speaker speaker_0: Yes. So let's see. Give me one second. So for this week, for February 10th through the 16th, it looks like there was a refund for the deduction because you, you were only charged \$7.90 so it looks like that was refunded back to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, the week, or the week before, for the 3rd through the 9th, it looks like you were originally charged \$10. No, I'm sorry. You were originally charged \$13.53.

Speaker speaker_1: Okay. Is that, is that accurate?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Okay. Then that's what I'm supposed to be getting charged?

Speaker speaker_0: No. So for what you're supposed to be getting charged, it's \$15.63.

Speaker speaker_1: Do you know why it's different?

Speaker speaker_0: Uh, so we don't make the deductions. I'm not sure why they deducted the wrong amount to begin with. That's something maybe payroll would be able to answer for you. Um, yeah, 'cause it just looks like they had the wrong amount for a few of the deductions.

Speaker speaker_1: Okay, but then that's not you guys. That's payroll, so I'll talk to payroll then.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, cool, but just to confirm with you guys that you handle everything, I am currently not enrolled in anything but the MEC plan. I'm only enrolled in Vision. I mean, I'm only enrolled in MEC, no Vision.

Speaker speaker_0: Yeah, the only thing you're enrolled into is that MEC TeleRx which is \$15.63 a week.

Speaker speaker_1: Okay, cool. Do you guys... Can you mind... Do you mind sending me an email confirming that so that I can kind of like show payroll and be like, "Hey, what's up here?" I would just like something out so that I can show them what I'm talking about. Otherwise, because I don't know anything about insurance obviously, like I don't even know how to explain that, you know?

Speaker speaker_0: Okay. Um, let's see.

Speaker speaker_1: Just send me an email. You have my email. That's a pay like Vivian's coverage is just like this MEC starting this day to this day or whatever.

Speaker speaker_0: Yeah, I mean, I can definitely request for a confirmation to be sent to you. Um, it just typically takes about 24 to 48 business hours.

Speaker speaker_1: That's fine. Um, cool. If everything's handled on your end, I have to go. Is there anything else you need from me?

Speaker speaker_0: Nope. Do you have any other questions?

Speaker speaker_1: No, I just want like a written statement of that.

Speaker speaker_0: Okay. Well, I will go ahead and request for a confirmation to be sent to you.

Speaker speaker_1: Okay, thank you. Bye.