

## Transcript: VICTORIA

Taylor-5706421996404736-5956104719220736

### 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, this is Dan Scarborough. I was calling to, I wanted to change my benefits. Okay. What's the... Excuse me, what's the name of the agency you work for? Um, Versitella. And the last four of your Social? 7262. Okay. Do you mind verifying your address and date of birth? Yeah, it's, uh, 155 East Fry Road, number 313, Calaveras 85225, and September 9, 1961. Phone number 480-645-8218? Yes, that's correct. Yes, ma'am. And then, uh, email is pitchers93 at gmail. Yes. Okay. And what are you wanting to change? Uh, let me check real quick. Uh, I found out my other, uh, difference. I wanted to, uh, just keep the vision, the dental, and the life, term life. And then I want to cancel everything else 'cause I v- I already have, uh, uh, really good medical, and I've got a lot of, I got a lot of health... I got a, I've had back surgery. I've got a lot of injuries that, uh, I need the help with. Okay. So you're just- Um- ... wanting to keep dental, vision, and the term life? Yeah, that should do it. Okay. Um, so the new weekly deduction would be \$7.88. Okay. Now, it will take about one to two weeks for the, uh, changes to be processed through payroll, so you still may see the deductions for the medical, the free Rx, and the short-term disability on one to two more checks. If you do, it will provide the coverage you're paying for until the changes have been processed through payroll. Okay, and how do I use that? Do I have a card number or something? Uh, yeah. So, let me see. Um... Well, definitely, I had something in the mail from APS or something. Is that you guys, for dental? Uh, it would, it would have been from APL, American Public Life. Oh, yeah. Yeah, so... So that's, that's for the dental? Mm-hmm. You should have also received a vision ID card, and then- Okay. ... um, the medical, the medical ID card is typically emailed from the carrier. Okay. That's right. Let me see if I can pull it up on my end. That might keep disability. I don't... I wanna get, when you get finished, when you have time, I can ask you, talk to you. See what they are. Okay. What questions do you have about the disability? Okay. What's disability? D- uh, term life is for life insurance, and disability is for disability, or is it...? Yeah. So if you're temporarily disabled and unable to work, the short-term disability policy will provide an income. It looks like they provide \$650 a month for up to 90 days. Okay. All right. So are you wanting to keep that, or are you wanting to cancel that? I'll probably just cancel that and just keep the, uh, just the term life and the vision and dental. Okay. I'm still trying to pull up the ID card. It just takes a few seconds. Okay. So I can actually just email you copies of the medical, dental, and vision. That way, you have like- Okay. ... digital of them. Okay. Great, thank you. I appreciate that. You're welcome. Um, and I see that we're actually still missing a beneficiary for the term life. So who did you want to name as the beneficiary for that? Oh, that'd be Elaine Eddy, E-D-D-Y. Do you mind spelling the first name for me? E-L-A-I-N-E. E-L-A-I-N-E? Yeah, Elaine Eddy. Last name is E-D-D-Y? Yes. Okay. And then, uh, what's the relation? She's my mother. Okay. All right. So I went

ahead and made the changes to that. I'm working on getting your ID cards emailed to you. Was there anything else you might need help with? Uh, no, that was it. I just, uh... Just checking off the box for you. All righty. Well, you have a wonderful day. You too. Thank you. Bye-bye. 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, this is Dan Scarborough. I was calling to, I wanted to change my benefits.

Speaker speaker\_1: Okay. What's the... Excuse me, what's the name of the agency you work for?

Speaker speaker\_2: Um, Versitella.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7262.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah, it's, uh, 155 East Fry Road, number 313, Calaveras 85225, and September 9, 1961.

Speaker speaker\_1: Phone number 480-645-8218?

Speaker speaker\_2: Yes, that's correct. Yes, ma'am.

Speaker speaker\_1: And then, uh, email is pictchers93 at gmail.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And what are you wanting to change?

Speaker speaker\_2: Uh, let me check real quick. Uh, I found out my other, uh, difference. I wanted to, uh, just keep the vision, the dental, and the life, term life. And then I want to cancel everything else 'cause I v- I already have, uh, uh, really good medical, and I've got a lot of, I got a lot of health... I got a, I've had back surgery. I've got a lot of injuries that, uh, I need the help with.

Speaker speaker\_1: Okay. So you're just-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... wanting to keep dental, vision, and the term life?

Speaker speaker\_2: Yeah, that should do it.

Speaker speaker\_1: Okay. Um, so the new weekly deduction would be \$7.88.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, it will take about one to two weeks for the, uh, changes to be processed through payroll, so you still may see the deductions for the medical, the free Rx, and the short-term disability on one to two more checks. If you do, it will provide the coverage you're paying for until the changes have been processed through payroll.

Speaker speaker\_2: Okay, and how do I use that? Do I have a card number or something?

Speaker speaker\_1: Uh, yeah. So, let me see. Um...

Speaker speaker\_2: Well, definitely, I had something in the mail from APS or something. Is that you guys, for dental?

Speaker speaker\_1: Uh, it would, it would have been from APL, American Public Life.

Speaker speaker\_2: Oh, yeah.

Speaker speaker\_1: Yeah, so...

Speaker speaker\_2: So that's, that's for the dental?

Speaker speaker\_1: Mm-hmm. You should have also received a vision ID card, and then-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um, the medical, the medical ID card is typically emailed from the carrier.

Speaker speaker\_2: Okay. That's right.

Speaker speaker\_1: Let me see if I can pull it up on my end.

Speaker speaker\_2: That might keep disability. I don't... I wanna get, when you get finished, when you have time, I can ask you, talk to you. See what they are.

Speaker speaker\_1: Okay. What questions do you have about the disability?

Speaker speaker\_2: Okay. What's disability? D- uh, term life is for life insurance, and disability is for disability, or is it...?

Speaker speaker\_1: Yeah. So if you're temporarily disabled and unable to work, the short-term disability policy will provide an income. It looks like they provide \$650 a month for up to 90 days.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: So are you wanting to keep that, or are you wanting to cancel that?

Speaker speaker\_2: I'll probably just cancel that and just keep the, uh, just the term life and the vision and dental.

Speaker speaker\_1: Okay. I'm still trying to pull up the ID card. It just takes a few seconds. Okay. So I can actually just email you copies of the medical, dental, and vision. That way, you have like-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... digital of them.

Speaker speaker\_2: Okay. Great, thank you. I appreciate that.

Speaker speaker\_1: You're welcome. Um, and I see that we're actually still missing a beneficiary for the term life. So who did you want to name as the beneficiary for that?

Speaker speaker\_2: Oh, that'd be Elaine Eddy, E-D-D-Y.

Speaker speaker\_1: Do you mind spelling the first name for me?

Speaker speaker\_2: E-L-A-I-N-E.

Speaker speaker\_1: E-L-A-I-N-E?

Speaker speaker\_2: Yeah, Elaine Eddy.

Speaker speaker\_1: Last name is E-D-D-Y?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then, uh, what's the relation?

Speaker speaker\_2: She's my mother.

Speaker speaker\_1: Okay. All righty. So I went ahead and made the changes to that. I'm working on getting your ID cards emailed to you. Was there anything else you might need help with?

Speaker speaker\_2: Uh, no, that was it. I just, uh... Just checking off the box for you.

Speaker speaker\_1: All righty. Well, you have a wonderful day.

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.