

Transcript: VICTORIA

Taylor-5889690734870528-5722509233537024

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I was trying to, um, take some stuff off, um, for my enrollment. I was just trying to have dental and vision. Oh, okay. Uh, what's the name of the agency you work for? PRSC. And the last four of your Social? 7865. All right. And your first and last name? Latricia Beal. And then if you'll verify your address and date of birth. 643 Boy Scout Road, Gadsden, South Carolina 29053. All right. And then phone number EO3-629-1750? Yes. Okay. And then, let's see... And I'm sorry, what's your date of birth again? 12/22/'89. Okay. And then email is first name, uh, jones28@yahoo.com? Yes. Okay. So you just want to keep the dental and the vision? Yes. Okay. So I see that you have vision for employee only and dental for employee plus child. Yes. That's what I want. Okay. Gotcha. All right. So it takes typically about one to two weeks for the, uh, changes to be processed through your payroll department, so you very well may see one to two more deductions for the term life and the MEC teleRX. If you do, of course, it will provide the coverage that you're paying for until the changes have been processed through payroll. Oh, I have term life? How much is the term life? Which term life I have? Uh, you have term life for employee plus family and that's \$3.13. Okay, I'm gonna keep that too. Okay, so then we're just canceling medical? Yes. Okay. Um... Okay, so for the dental employee plus children, the term life employee plus family and then vision for employee only, it would be \$14.58 a week. Okay. All righty. So like I said, just allow one to two weeks for those changes to be processed through your payroll department. But did you need help with anything else? No, that's it. All right. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: Yeah, I was trying to, um, take some stuff off, um, for my enrollment. I was just trying to have dental and vision.

Speaker speaker_0: Oh, okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: PRSC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7865.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Latricia Beal.

Speaker speaker_0: And then if you'll verify your address and date of birth.

Speaker speaker_1: 643 Boy Scout Road, Gadsden, South Carolina 29053.

Speaker speaker_0: All right. And then phone number EO3-629-1750?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, let's see... And I'm sorry, what's your date of birth again?

Speaker speaker_1: 12/22/'89.

Speaker speaker_0: Okay. And then email is first name, uh, jones28@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you just want to keep the dental and the vision?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I see that you have vision for employee only and dental for employee plus child.

Speaker speaker_1: Yes. That's what I want.

Speaker speaker_0: Okay. Gotcha. All right. So it takes typically about one to two weeks for the, uh, changes to be processed through your payroll department, so you very well may see one to two more deductions for the term life and the MEC teleRX. If you do, of course, it will provide the coverage that you're paying for until the changes have been processed through payroll.

Speaker speaker_1: Oh, I have term life? How much is the term life? Which term life I have?

Speaker speaker_0: Uh, you have term life for employee plus family and that's \$3.13.

Speaker speaker_1: Okay, I'm gonna keep that too.

Speaker speaker_0: Okay, so then we're just canceling medical?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um... Okay, so for the dental employee plus children, the term life employee plus family and then vision for employee only, it would be \$14.58 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. So like I said, just allow one to two weeks for those changes to be processed through your payroll department. But did you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. You have a wonderful day.