

Transcript: VICTORIA

Taylor-6359493781176320-6397129707175936

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 work for Surge Staffing in, uh, Mississippi and I, I, and I just got this email saying that I'm gonna be enrolled in insurance through you guys if I don't cancel it. I want to cancel it. I, I, I don't, I don't want insurance. Okay. What's the last four of your Social? Three, three, three, zero. Uh, uh, uh, yeah, the, the dental insurance, I actually would be interested in but I don't want anything to do with medical. Okay. Uh, your first and last name? My first name's Benji, that's spelled B-E-E, B-E-N-J-I. My last name's Courtney, C-O-U-R-T-N-E-Y. Gotcha, and, uh, do you mind verifying your address and date of birth? Yeah, 1700 Malone Road, Mes- Mississippi 38651 and August 23rd, 1977. And then phone number 901-544-5144? That's correct, yes. And email is bwcouRtn@hotmail.com? That's correct, yes. Okay. Um, so just to let you know, the dental plan that we offer is not, uh, gonna cover, like, major services like, uh, orthodontist or, um... Well, what if I had a cavity and it was tooth pain and something and I had to get my cavity pulled, would it cover that? So, I know that preventative dental work is 100% covered and then basic dental work is covered at 80%, and that's typically like your, uh, fillings and extractions. So basic dental work is covered at 80% once you meet the \$50 deductible. Oh, oh, okay. So a \$50 deductible. And when would that start? And when would, when would the benefits start? So once you do... Yeah, so once you do get enrolled, it typically takes about one to two weeks for the enrollment to be processed through payroll and then coverage would start the following Monday of your first payroll deduction. Okay. Well, can I just get dental and not get any, any medical or any of the other stuff? Just only dental. I think it's \$4.75, something like that, uh, a month. Um, give me just one second 'cause I ha- I see multiple hire dates on file for you. Give me just one second. Oh, oh, okay. Yes. Uh, I, I, I started here and then I, I quit because I couldn't do third shift and I came back. Okay. Give me just one second. I'm gonna put you on a brief hold and I'll be right back. Okay. ... on brief hold. Yeah, the, the, the dental insurance, because says I'm- Alrighty, thank you so much for holding. So, yeah if you're just wanting to enroll into dental, I can definitely go ahead and get you enrolled. Oh, oh, okay. And, and, and look, let me ask you, it's a \$750 maximum, is that... Is that, am I right about that? Yeah, that's how much it'll pay out. Oh, oh, okay. Uh, okay, y- yeah, then I, I would like to enroll. If it's only \$4 and something, uh, w- I will. Yep. For employee only, it would be \$4.17 a week. Okay, yeah, go ahead and do that please. And will you guys- All right. Will you... What will you do? You, you'll send me a card with it on- Yeah. ... a dental insurance card? Yes. Once the coverage is active, it typically takes about seven to ten business days to get the ID card, but it will be mailed to you. Oh, okay. Yeah. A- and go ahead and cancel, but make sure that I don't get any medical or anything like that. I don't want anything else. Just only that \$4. Yes, sir. I understand. So the only thing I enrolled you into was the dental, so you

should be good to go from here. Okay. So I appreciate that. So is that it? Yep, you're good to go on my end. Did you have any other questions for me? Oh, no, thank you. You've been very helpful. I appreciate it. Thank you. Yes, sir. Have a good day. Y- you too. Bye-bye. 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 work for Surge Staffing in, uh, Mississippi and I, I, and I just got this email saying that I'm gonna be enrolled in insurance th- through you guys if I don't cancel it. I want to cancel it. I, I, I don't, I don't want insurance.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: Three, three, three, zero. Uh, uh, uh, yeah, the, the dental insurance, I actually would be interested in but I don't want anything to do with medical.

Speaker speaker_1: Okay. Uh, your first and last name?

Speaker speaker_2: My first name's Benji, that's spelled B-E-E, B-E-N-J-I. My last name's Courtney, C-O-U-R-T-N-E-Y.

Speaker speaker_1: Gotcha, and, uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah, 1700 Malone Road, Mes- Mississippi 38651 and August 23rd, 1977.

Speaker speaker_1: And then phone number 901-544-5144?

Speaker speaker_2: That's correct, yes.

Speaker speaker_1: And email is bwcouRtn@hotmail.com?

Speaker speaker_2: That's correct, yes.

Speaker speaker_1: Okay. Um, so just to let you know, the dental plan that we offer is not, uh, gonna cover, like, major services like, uh, orthodontist or, um...

Speaker speaker_2: Well, what if I had a cavity and it was tooth pain and something and I had to get my cavity pulled, would it cover that?

Speaker speaker_1: So, I know that preventative dental work is 100% covered and then basic dental work is covered at 80%, and that's typically like your, uh, fillings and extractions. So basic dental work is covered at 80% once you meet the \$50 deductible.

Speaker speaker_2: Oh, oh, okay. So a \$50 deductible. And when would that start? And when would, when would the benefits start?

Speaker speaker_1: So once you do... Yeah, so once you do get enrolled, it typically takes about one to two weeks for the enrollment to be processed through payroll and then coverage would start the following Monday of your first payroll deduction.

Speaker speaker_2: Okay. Well, can I just get dental and not get any, any medical or any of the other stuff? Just only dental. I think it's \$4.75, some- something like that, uh, a month.

Speaker speaker_1: Um, give me just one second 'cause I ha- I see multiple hire dates on file for you. Give me just one second.

Speaker speaker_2: Oh, oh, okay. Yes. Uh, I, I, I started here and then I, I quit because I couldn't do third shift and I came back.

Speaker speaker_1: Okay. Give me just one second. I'm gonna put you on a brief hold and I'll be right back.

Speaker speaker_2: Okay. ... on brief hold. Yeah, the, the, the dental insurance, because says I'm-

Speaker speaker_1: Alrighty, thank you so much for holding. So, yeah if you're just wanting to enroll into dental, I can definitely go ahead and get you enrolled.

Speaker speaker_2: Oh, oh, okay. And, and, and look, let me ask you, it's a \$750 maximum, is that... Is that, am I right about that?

Speaker speaker_1: Yeah, that's how much it'll pay out.

Speaker speaker_2: Oh, oh, okay. Uh, okay, y- yeah, then I, I would like to enroll. If it's only \$4 and something, uh, w- I will.

Speaker speaker_1: Yep. For employee only, it would be \$4.17 a week.

Speaker speaker_2: Okay, yeah, go ahead and do that please. And will you guys-

Speaker speaker_1: All right.

Speaker speaker_2: Will you... What will you do? You, you'll send me a card with it on-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... a dental insurance card?

Speaker speaker_1: Yes. Once the coverage is active, it typically takes about seven to ten business days to get the ID card, but it will be mailed to you.

Speaker speaker_2: Oh, okay. Yeah. A- and go ahead and cancel, but make sure that I don't get any medical or anything like that. I don't want anything else. Just only that \$4.

Speaker speaker_1: Yes, sir. I understand. So the only thing I enrolled you into was the dental, so you should be good to go from here.

Speaker speaker_2: Okay. So I appreciate that. So is that it?

Speaker speaker_1: Yep, you're good to go on my end. Did you have any other questions for me?

Speaker speaker_2: Oh, no, thank you. You've been very helpful. I appreciate it. Thank you.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: Y- you too. Bye-bye.

Speaker speaker_1: Bye-bye.