

Transcript: VICTORIA

Taylor-6394188629852160-5972781605371904

Full Transcript

Thank you for calling Benefits on my Card. This is Victoria. How can I help you? Hi, um, I had called on Friday, um, to enroll and then I called just not too long ago, um, to remove one of the plans. Um, I wanted to know if I can get an email, um, confirmation of the change. Okay. Um, let me pull up your file. What's the name of the agency you work for? Creative Circle. And the last four of your Social? 1591. And your first and last name? Maya Legion. Okay, uh, let's see. Address is gonna... Can you verify your address and date of birth for me? Yes. 1198514906 West Park Drive, um, Houston, Texas 77082. And your date of birth? Oh, 11985. Okay. Phone number 201-702-9783. Yeah, my number is 201-702-9783. Email is gonna be first name J last name @gmail.com? Correct. Okay. So you are just wanting to enroll into the dental term life and vision for employee only? Mm-hmm. Okay. Yeah, I was trying to get, uh, the Ensure Plus removed. Um, I believe they removed it. I just wanted to get like an email confirmation and like she was saying that the, I would be deducted for it 'cause I think it's too... Like, I guess I, it submitted already. Yes. So whenever you enroll or make changes or cancel any plans, unfortunately it's not immediate. It does take about one to two weeks for any type of change or cancellation to be processed. So there very well is a possibility that you will see the deduction for the Ensure Plus basics being made on one to two checks before the, um, the change kicks in to where it's just dental term life and vision. Got it 'cause she said it went in this morning. I was like, that should have called first thing this morning. Just didn't know what time you guys open, but that was my fault. Yeah. Um, so I mean I can send you a enrollment confirmation, but again, that's not going to say whether or not that deduction is gonna be made for the Ensure Plus. No, that's fine. I just wanna make sure that, that a confirmation will say that like I'm gonna only have a dental vision and like moving forward or just or like there's been a change or something like that. Like, I'm not saying, I'm not saying that the email needs to say like, oh, it will be deducted. I just needed a confirmation email to state that. Yeah, I mean I can definitely, I can definitely send you a confirmation email. Um, like I said- Okay. ... just keep in mind because you originally enrolled into the Ensure Plus plan, unfortunately- Mm-hmm. ... there is a possibility you will see that deduction being made. Um- Mm-hmm. ... but I can put something together to show what you're currently pending for. Okay. Um, was that all that you needed help with? Yes, ma'am. Okay. Um, so it might take me just, uh... And typically it takes anywhere from 24 to 48 business hours to put together an enrollment, uh, confirmation. It really just depends on when I can get to it. Um- Cool, okay. ... but I will go ahead and try to get that done for you and send it to your email. Okay, sounds good. All righty. Was there anything else you might need help with? No, that is all. Okay. You have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I had called on Friday, um, to enroll and then I called just not too long ago, um, to remove one of the plans. Um, I wanted to know if I can get an email, um, confirmation of the change.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1591.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Maya Legion.

Speaker speaker_0: Okay, uh, let's see. Address is gonna... Can you verify your address and date of birth for me?

Speaker speaker_1: Yes. 1198514906 West Park Drive, um, Houston, Texas 77082.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Oh, 11985.

Speaker speaker_0: Okay. Phone number 201-702-9783.

Speaker speaker_1: Yeah, my number is 201-702-9783.

Speaker speaker_0: Email is gonna be first name J last name @gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you are just wanting to enroll into the dental term life and vision for employee only?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I was trying to get, uh, the Ensure Plus removed. Um, I believe they removed it. I just wanted to get like an email confirmation and like she was saying that the, I would be deducted for it 'cause I think it's too... Like, I guess I, it submitted already.

Speaker speaker_0: Yes. So whenever you enroll or make changes or cancel any plans, unfortunately it's not immediate. It does take about one to two weeks for any type of change or cancellation to be processed. So there very well is a possibility that you will see the deduction for the Ensure Plus basics being made on one to two checks before the, um, the change kicks

in to where it's just dental term life and vision.

Speaker speaker_1: Got it 'cause she said it went in this morning. I was like, that should have called first thing this morning. Just didn't know what time you guys open, but that was my fault.

Speaker speaker_0: Yeah. Um, so I mean I can send you a enrollment confirmation, but again, that's not going to say whether or not that deduction is gonna be made for the Ensure Plus.

Speaker speaker_1: No, that's fine. I just wanna make sure that, that a confirmation will say that like I'm gonna only have a dental vision and like moving forward or just or like there's been a change or something like that. Like, I'm not saying, I'm not saying that the email needs to say like, oh, it will be deducted. I just needed a confirmation email to state that.

Speaker speaker_0: Yeah, I mean I can definitely, I can definitely send you a confirmation email. Um, like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just keep in mind because you originally enrolled into the Ensure Plus plan, unfortunately-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... there is a possibility you will see that deduction being made. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... but I can put something together to show what you're currently pending for.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, was that all that you needed help with?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so it might take me just, uh... And typically it takes anywhere from 24 to 48 business hours to put together an enrollment, uh, confirmation. It really just depends on when I can get to it. Um-

Speaker speaker_1: Cool, okay.

Speaker speaker_0: ... but I will go ahead and try to get that done for you and send it to your email.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_0: All righty. Was there anything else you might need help with?

Speaker speaker_1: No, that is all.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.