

Transcript: VICTORIA

Taylor-6414689640071168-5902320375644160

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? Hey, I got a notification that as of the 1st of December that my dental insurance would be, uh, I guess canceled, and I couldn't log in to figure out what was going on with it. Okay. Uh, what's the name of the agency you work for? WorkSource. And the last four of your Social? 4889. And your first and last name? Laura Adams. All right. Uh, do you mind verifying your address and date of birth? 48884 South 698 Road Colcord, Oklahoma and 11/15/89. Okay. And then phone number 479-228-8027? Yes. Okay. And then, um, email is gonna be D-A-N-O-F-T-H-E dragon4@hotmail.com? Uh, it's dawnofthedragon4@hotmail.com. Okay, so it should be Dawn, D-A-W-N? Yes. That's probably why I wasn't able to log in. Okay. And then ofthedragon, the number four, @hotmail? Yep. Okay, give me just one second. Okay, so what's happening is, uh, the WorkSource used to pay for dental for employee only. Um, now they're doing it for vision, so are you still wanting to keep the dental for you and your family? Um, so they're not gonna pay for dental anymore? Yeah, unfortunately, no. They, they, they're not contributing to that anymore but they are gonna pay for vision, uh, for employee only. Okay, I guess I'll have to drop the dental then 'cause I don't know how I'd go about paying for it. Okay. Yeah, I mean, I see that you're currently enrolled into dental for Employee Plus Family and then, uh, term life for employee only. So if you still wanted... If you wanted to keep the dental for Employee Plus Family it would be \$14.49 a week. Okay, and how would I pay for that? So the way that you pay for the coverage is by a weekly deduction that's made out of your check. Okay. Will Bill handle that then? Yes, ma'am. It's, it's gonna be the same way that you pay for the term life. Okay, yeah. I really just wanna keep the dental if I can. Okay, so keep the dental. Like I said, for Employee Plus Family that's \$14.49. Um, the term life for employee only is \$2.11 and the vision that they're gonna be paying, uh, for you is... They cover the charge for that. So did you want to keep vision? Yes. Okay. Give me one second. All righty, so it looks like you would be paying \$16.60 a week that will come out of your check for all three. Okay. Yes, ma'am. Did you need help with anything else? No, that's it. All righty. You have a wonderful day. You ...

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: Hey, I got a notification that as of the 1st of December that my dental insurance would be, uh, I guess canceled, and I couldn't log in to figure out what was going on with it.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: WorkSource.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4889.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Laura Adams.

Speaker speaker_1: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 48884 South 698 Road Colcord, Oklahoma and 11/15/89.

Speaker speaker_1: Okay. And then phone number 479-228-8027?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then, um, email is gonna be D-A-N-O-F-T-H-E dragon4@hotmail.com?

Speaker speaker_2: Uh, it's dawnofthedragon4@hotmail.com.

Speaker speaker_1: Okay, so it should be Dawn, D-A-W-N?

Speaker speaker_2: Yes. That's probably why I wasn't able to log in.

Speaker speaker_1: Okay. And then ofthedragon, the number four, @hotmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, give me just one second. Okay, so what's happening is, uh, the WorkSource used to pay for dental for employee only. Um, now they're doing it for vision, so are you still wanting to keep the dental for you and your family?

Speaker speaker_2: Um, so they're not gonna pay for dental anymore?

Speaker speaker_1: Yeah, unfortunately, no. They, they, they're not contributing to that anymore but they are gonna pay for vision, uh, for employee only.

Speaker speaker_2: Okay, I guess I'll have to drop the dental then 'cause I don't know how I'd go about paying for it.

Speaker speaker_1: Okay. Yeah, I mean, I see that you're currently enrolled into dental for Employee Plus Family and then, uh, term life for employee only. So if you still wanted... If you wanted to keep the dental for Employee Plus Family it would be \$14.49 a week.

Speaker speaker_2: Okay, and how would I pay for that?

Speaker speaker_1: So the way that you pay for the coverage is by a weekly deduction that's made out of your check.

Speaker speaker_2: Okay. Will Bill handle that then?

Speaker speaker_1: Yes, ma'am. It's, it's gonna be the same way that you pay for the term life.

Speaker speaker_2: Okay, yeah. I really just wanna keep the dental if I can.

Speaker speaker_1: Okay, so keep the dental. Like I said, for Employee Plus Family that's \$14.49. Um, the term life for employee only is \$2.11 and the vision that they're gonna be paying, uh, for you is... They cover the charge for that. So did you want to keep vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second. All righty, so it looks like you would be paying \$16.60 a week that will come out of your check for all three.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You ...