

## **Transcript: VICTORIA**

**Taylor-6505168149364736-5100519362084864**

### **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? Hi there. Um, I was called... I just got the text message saying to renew, uh, my benefits, and I don't want to change anything, I just want to leave everything the same. Okay. Um, let me pull up your file. What's the name of the agency you work with? Uh, APC. And the last four of your Social? 7911. Okay. And your first and last name? Latasha Temple. Gotcha. Do you mind verifying your address and date of birth? 4547 South Michigan Avenue, 52589. And for the address, the city of Chicago, state is Illinois, zip code is 60653? Yes. Phone number is 773-577-4467? 446... Oh, yeah. I'm... It said cell phone. I'm like, "What number is that?" Okay. Sorry. You're fine. And then email is gonna be firstandlastname@gmail.com? Yes. Okay. Did you get a text message about the open enrollment? Uh, I... Yeah, I got two and it said that, um, you need to do it before the 27th. Usually, um, if I don't call, it usually stay the same. So I... Just making sure that's the same. Okay. The reason why I'm asking is 'cause I don't see that you're currently enrolled into anything. It looks like you did have a previous enrollment with us, but that... The last day you had coverage for that was on June 9th of '24. Really? Yeah. I should still have it. 'Cause it's been coming out of my account every darn, um, paycheck, so I don't know. Yeah. It looks like the last deduction we received was on the 31st of May. Oh, okay. So, um... Yeah. So, um, I would like it again then. I didn't know that it was not off. I mean, on. Okay, so are you wanting to just reinstate what you previously had? Yes. Okay. Give me one second. Okay. So I'm gonna reinstate what you previously had. Now, it does typically take about one to two weeks for the reinstatement to be processed through your payroll. Okay. So you might not see that first deduction until two weeks from now. Okay. Uh, once you do, coverage will start the following Monday. Okay. And then just to remind you, it looks like you were enrolled into dental, short-term disability, term life, vision, the VIP Prime Medical and the ID experts for employee only, which comes out to a total of \$57.24 a week. Mm-hmm. Was there anything else that you might need help with? No, that's all. All righty. I will go ahead and put in the request to have that reinstated for you, and you're good to go from here. Okay. Thank you. Thank you. 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: Hi there. Um, I was called... I just got the text message saying to renew, uh, my benefits, and I don't want to change anything, I just want to leave everything the same.

Speaker speaker\_1: Okay. Um, let me pull up your file. What's the name of the agency you work with?

Speaker speaker\_2: Uh, APC.

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

Speaker speaker\_2: 7911.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Latasha Temple.

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

Speaker speaker\_2: 4547 South Michigan Avenue, 52589.

Speaker speaker\_1: And for the address, the city of Chicago, state is Illinois, zip code is 60653?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Phone number is 773-577-4467?

Speaker speaker\_2: 446... Oh, yeah. I'm... It said cell phone. I'm like, "What number is that?" Okay. Sorry.

Speaker speaker\_1: You're fine. And then email is gonna be firstandlastname@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Did you get a text message about the open enrollment?

Speaker speaker\_2: Uh, I... Yeah, I got two and it said that, um, you need to do it before the 27th. Usually, um, if I don't call, it usually stay the same. So I... Just making sure that's the same.

Speaker speaker\_1: Okay. The reason why I'm asking is 'cause I don't see that you're currently enrolled into anything. It looks like you did have a previous enrollment with us, but that... The last day you had coverage for that was on June 9th of '24.

Speaker speaker\_2: Really? Yeah. I should still have it. 'Cause it's been coming out of my account every darn, um, paycheck, so I don't know.

Speaker speaker\_1: Yeah. It looks like the last deduction we received was on the 31st of May.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So, um...

Speaker speaker\_2: Yeah. So, um, I would like it again then. I didn't know that it was not off. I mean, on.

Speaker speaker\_1: Okay, so are you wanting to just reinstate what you previously had?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Give me one second. Okay. So I'm gonna reinstate what you previously had. Now, it does typically take about one to two weeks for the reinstatement to be processed through your payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you might not see that first deduction until two weeks from now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, once you do, coverage will start the following Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then just to remind you, it looks like you were enrolled into dental, short-term disability, term life, vision, the VIP Prime Medical and the ID experts for employee only, which comes out to a total of \$57.24 a week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Was there anything else that you might need help with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All righty. I will go ahead and put in the request to have that reinstated for you, and you're good to go from here.

Speaker speaker\_2: Okay. Thank you.

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

Speaker speaker\_2: Bye-bye.