

## **Transcript: VICTORIA**

**Taylor-6530343967342592-6122138183352320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at Work. This is Victoria. How can I help you? How you doing, Victoria? Uh, I just started up at Flex, the, uh, Flex Technologies like two months ago. And whenever I got sent the open enrollment, I forgot to, like, do it. I was wondering if there was a capability for me to opt out of the benefits right now so I don't keep getting the, like, \$15 taken out of my check every week whenever I don't have the benefits? Okay. Um, what's the name of the, uh, staffing agency? TRC. Okay. And the last four of your Social? 5676. And your first and last name? Name's going to be Zane. Zane Drawdy, Z-A-N-E. Okay. And then last name is D-R-A-W-Y. Gotcha. Uh, do you mind verifying your address and date of birth? Uh, yes, ma'am. It is 716 Zelma Crest Drive. It's apartment 3004. And my birthday is 10/29/02. And then phone number 803-540-6718? Yes, ma'am. Okay. And email is first and last name the number five at gmail.com? It is indeed. Okay. Um, so I see you're enrolled into a couple different things, the dental group accident and the MEC teller Rx. Are you wanting to cancel all of that? Uh, yes, ma'am, for the time being, until y'all have the next enrollment 'cause I never fully, like, did any of the, the paperwork for it. Okay. Um, so I can go ahead and put in a request to have it canceled for you. I know typically it takes about one to two weeks for the cancellation to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Even if I've never got the card? Like I never filled out the, uh... 'Cause I got the email a while ago and I just kind of was lazy and never ended up filling it out. I didn't know there was, like, an expiration date on it. So my plan was to just wait until next year. But do you know whenever the next open enrollment is? 'Cause I don't want to cancel and then have to give y'all the burden of getting back on it in like a week after New Year's. Yeah. I mean, I see that you filled out the enrollment form requesting the coverage. If you don't have the ID cards, I can definitely send those to you. Um, but as far as the next open enrollment period, it looks like they typically have it around September or October of every year. Oh, word. So I'm currently, like, I currently have insurance and, like, benefits? Yes, sir. It's been active- Oh, words. ... since the 11th of November. Oh, my bad. I apologize then. Yeah. If you wouldn't mind just sending me the ID cards. Do I get, like, a physical card or is it, like, how does it go? Yeah. You should have received ID cards. So let me before, uh, I go further, are you still wanting to cancel? Uh, no. If I... I was under the impression that I'd never fully, like, got the benefits, so I thought I was just getting the money taken out of my account without the benefits. But if I have the benefits, I have no interest to cancel. I would just need the ID numbers and stuff. Okay. Yeah. Um, so let me just make sure I have your address correct then. Um, 716 Zelma Crest Drive? Yes, ma'am. It's, uh, apartment 3004. It's, uh, the apartment complex is called The Grove. I don't know. It shows up different on certain things.

Okay. And then city is Columbia, South Carolina 29210? Yes, ma'am. Hmm. I'm not sure why you haven't got those, but let me look up digital copies so I can email them to you in the time being. And then I will put in a request to have them, uh, mailed out again. All right. Well, thank you, uh, so much then. That's the only thing I was calling for. I appreciate it. Yes, sir. Give me just a few moments, if you will. I'll be right back. Yes, ma'am. Sounds good. Thank you so much for holding. So, I am sending that now. Okay. Id cards to you. Uh, do you wanna- All right. ... check on me when you've got it? Uh, yes, ma'am. Let me verify real quick. Probably the best service, so I should be able to get it now. Yes, ma'am, I did indeed. Appreciate it so much. Yep. And then, uh, like I said, I'll go ahead and put in a request to have those ID cards mailed to you as well. Um, I know it typically takes about seven to 10 business days. Um, but if you don't get 'em, which you should, but if you run into any issues, just, you know, give us a call back and we can go from there. All right. Thank you so much. I appreciate it, Victoria. You have a great rest of your day. You too. Bye-bye. All right. 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 at Work. This is Victoria. How can I help you?

Speaker speaker\_2: How you doing, Victoria? Uh, I just started up at Flex, the, uh, Flex Technologies like two months ago. And whenever I got sent the open enrollment, I forgot to, like, do it. I was wondering if there was a capability for me to opt out of the benefits right now so I don't keep getting the, like, \$15 taken out of my check every week whenever I don't have the benefits?

Speaker speaker\_1: Okay. Um, what's the name of the, uh, staffing agency?

Speaker speaker\_2: TRC.

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

Speaker speaker\_2: 5676.

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

Speaker speaker\_2: Name's going to be Zane. Zane Drawdy, Z-A-N-E.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then last name is D-R-A-W-Y.

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

Speaker speaker\_2: Uh, yes, ma'am. It is 716 Zelma Crest Drive. It's apartment 3004. And my birthday is 10/29/02.

Speaker speaker\_1: And then phone number 803-540-6718?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And email is first and last name the number five at gmail.com?

Speaker speaker\_2: It is indeed.

Speaker speaker\_1: Okay. Um, so I see you're enrolled into a couple different things, the dental group accident and the MEC teller Rx. Are you wanting to cancel all of that?

Speaker speaker\_2: Uh, yes, ma'am, for the time being, until y'all have the next enrollment 'cause I never fully, like, did any of the, the paperwork for it.

Speaker speaker\_1: Okay. Um, so I can go ahead and put in a request to have it canceled for you. I know typically it takes about one to two weeks for the cancellation to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_2: Even if I've never got the card? Like I never filled out the, uh... 'Cause I got the email a while ago and I just kind of was lazy and never ended up filling it out. I didn't know there was, like, an expiration date on it. So my plan was to just wait until next year. But do you know whenever the next open enrollment is? 'Cause I don't want to cancel and then have to give y'all the burden of getting back on it in like a week after New Year's.

Speaker speaker\_1: Yeah. I mean, I see that you filled out the enrollment form requesting the coverage. If you don't have the ID cards, I can definitely send those to you. Um, but as far as the next open enrollment period, it looks like they typically have it around September or October of every year.

Speaker speaker\_2: Oh, word. So I'm currently, like, I currently have insurance and, like, benefits?

Speaker speaker\_1: Yes, sir. It's been active-

Speaker speaker\_2: Oh, words.

Speaker speaker\_1: ... since the 11th of November.

Speaker speaker\_2: Oh, my bad. I apologize then. Yeah. If you wouldn't mind just sending me the ID cards. Do I get, like, a physical card or is it, like, how does it go?

Speaker speaker\_1: Yeah. You should have received ID cards. So let me before, uh, I go further, are you still wanting to cancel?

Speaker speaker\_2: Uh, no. If I... I was under the impression that I'd never fully, like, got the benefits, so I thought I was just getting the money taken out of my account without the benefits. But if I have the benefits, I have no interest to cancel. I would just need the ID numbers and stuff.

Speaker speaker\_1: Okay. Yeah. Um, so let me just make sure I have your address correct then. Um, 716 Zelma Crest Drive?

Speaker speaker\_2: Yes, ma'am. It's, uh, apartment 3004. It's, uh, the apartment complex is called The Grove. I don't know. It shows up different on certain things.

Speaker speaker\_1: Okay. And then city is Columbia, South Carolina 29210?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Hmm. I'm not sure why you haven't got those, but let me look up digital copies so I can email them to you in the time being. And then I will put in a request to have them, uh, mailed out again.

Speaker speaker\_2: All right. Well, thank you, uh, so much then. That's the only thing I was calling for. I appreciate it.

Speaker speaker\_1: Yes, sir. Give me just a few moments, if you will. I'll be right back.

Speaker speaker\_2: Yes, ma'am. Sounds good.

Speaker speaker\_1: Thank you so much for holding. So, I am sending that now.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Id cards to you. Uh, do you wanna-

Speaker speaker\_3: All right.

Speaker speaker\_1: ... check on me when you've got it?

Speaker speaker\_3: Uh, yes, ma'am. Let me verify real quick. Probably the best service, so I should be able to get it now. Yes, ma'am, I did indeed. Appreciate it so much.

Speaker speaker\_1: Yep. And then, uh, like I said, I'll go ahead and put in a request to have those ID cards mailed to you as well. Um, I know it typically takes about seven to 10 business days. Um, but if you don't get 'em, which you should, but if you run into any issues, just, you know, give us a call back and we can go from there.

Speaker speaker\_3: All right. Thank you so much. I appreciate it, Victoria. You have a great rest of your day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_3: All right. Bye.