

Transcript: Chris Sofield

(deactivated)-4518540180242432-6260338934202368

Full Transcript

Thank you for calling Benefits in a Card, this is ... Hello? Hello. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey, uh, I would like to, um, change some things about my, uh, about my card. Okay. Ah, you're looking to make some changes to your enrollment, we can do that. Yeah. What staffing company do you work with? Uh, Resource. Resource. And last four of your Social? 0488. Okay. Your first and last name? Tyique Bryan. Thank you. Mr. Bryan, can you verify your address and date of birth for me? The address is 3411 Old Vineyard Road, Apartment i7, Winston-Salem, North Carolina 27103. And, uh, my... You said date of birth? Yes, sir. Uh, 04-29-1999. Thank you. We have a phone number on file for you at 330-861-2119. Is that correct? Yes, sir. All right. I'm showing it looks like we currently have your enrollment set up for dental, vision, medical, and critical illness, all at employee and spouse level. What, what changes were you looking to make? Just how do I make sure all that is just by, by myself? Because I think I put a family or I put spouse or something. Yeah, you, you had put... So I would like to- ... spouse on there. Good. So I'd like to change that to all, uh, self, for myself. Okay. So we're drop, so we're dropping every plan down to employee only? Yeah. All right. That can be done. It'll, it'll drop your weekly deductions to \$26.25 per week instead of the \$49.87. The, um, it'll take about a week or two for this change to process. O- once everything processes, you'll see that deduction drop from the \$49.87 to the \$26.25. Monday following that first deduction of \$26.25 is when all of your plans will have downgraded to employee only and you'll receive new ID cards about a week or two after that showing that you're the only one on the policy, okay? Okay. Thank you. Anything else? No. No, you all. All right. Thanks again for calling and have a wonderful day. Yes, you too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is ...

Speaker speaker_1: Hello?

Speaker speaker_0: Hello. Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hey, uh, I would like to, um, change some things about my, uh, about my card.

Speaker speaker_0: Okay. Ah, you're looking to make some changes to your enrollment, we can do that.

Speaker speaker_1: Yeah.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Resource.

Speaker speaker_0: Resource. And last four of your Social?

Speaker speaker_1: 0488.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: Tyique Bryan.

Speaker speaker_0: Thank you. Mr. Bryan, can you verify your address and date of birth for me?

Speaker speaker_1: The address is 3411 Old Vineyard Road, Apartment i7, Winston-Salem, North Carolina 27103. And, uh, my... You said date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, 04-29-1999.

Speaker speaker_0: Thank you. We have a phone number on file for you at 330-861-2119. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'm showing it looks like we currently have your enrollment set up for dental, vision, medical, and critical illness, all at employee and spouse level. What, what changes were you looking to make?

Speaker speaker_1: Just how do I make sure all that is just by, by myself? Because I think I put a family or I put spouse or something.

Speaker speaker_0: Yeah, you, you had put...

Speaker speaker_1: So I would like to-

Speaker speaker_0: ... spouse on there.

Speaker speaker_1: Good. So I'd like to change that to all, uh, self, for myself.

Speaker speaker_0: Okay. So we're drop, so we're dropping every plan down to employee only?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. That can be done. It'll, it'll drop your weekly deductions to \$26.25 per week instead of the \$49.87. The, um, it'll take about a week or two for this change to process. O- once everything processes, you'll see that deduction drop from the \$49.87 to the \$26.25. Monday following that first deduction of \$26.25 is when all of your plans will have downgraded to employee only and you'll receive new ID cards about a week or two after that

showing that you're the only one on the policy, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Anything else?

Speaker speaker_1: No. No, you all.

Speaker speaker_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Yes, you too.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.