

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, I was calling because I work for ATC. Um, I'm a new employee. They told me to give you all a call concerning my benefits. Okay. Yes, ma'am. So we're the plan administrator for the health insurance benefits for ATC. Um, were you looking to enroll in the health insurance benefits at this time? Yes. Okay. And let's see here. What's the last four of your Social? 6066. Thank you. And then your first and last name? Louwani. L-O-U-W-A-N-I, middle initial D, last name is Lopez. Okay. Miss Lopez, could you verify your address and date of birth for me please? April 19, 1955. 511 Glen Arvin Drive, Thomasville, Georgia 31792. Thank you. Uh, we have a phone number on file of 914-7745. Is that correct? That's right. All right. Let's see here. Um, all right. So I'm showing it looks like we've already received and processed an enrollment form that you filled out. Um, it looks like at this time we're just waiting for ATC to actually start taking deductions. Uh, when exactly that happens is completely up to them. It's handled by their payroll teams. Okay. So, um, any further questions regarding when that should happen need to be directed to them. Okay, I have a question if you can answer. Um, I put for, for eye and for dental- Mm-hmm. ... and for life. Yes, ma'am. And I wanted to know how much life do they have on the policy? It's a \$20,000 policy. It's a 20,000. Okay. Okay. So I just wait for the card? Yes. So, well, first off you're waiting for the deductions. Um, ATC, as far as we can tell, um, nothing's been reported to us yet that they've taken the money out of your checks yet. Once that happens- Yeah. ... your policy is effective the following Monday with ID cards usually arriving about a week or two after that. Um, but again, we're not involved in the deductions themselves. So if you have any questions on when that should happening, you'll need to ask ATC's payroll team. No, they sent, they sent me a email of congratulations because of the time of my employment, and that's how I got your number. I understand, ma'am, but- And I was just checking to make, checking to make sure. I understand what you're saying. I'm not asking when it's gonna start. I was just- Okay. ... trying to reassure to make sure I had the same thing and I didn't need nothing added. That's what I needed to know. . All right. Yeah. No, I understand. Yes. Uh, based on the form that you filled out, looks like you got dental, vision, life insurance, short-term disability, accident coverage, and the free Rx program for prescriptions. Okay. Um, can you tell me what the, um, the accident, the accidental pro- um, insurance is? What is that about? Yeah. So if you get involved into some form of accident that requires the use of one of its services, such as like ambulance usage, um, emergency room or anything like that, um, it'll help pay, it'll help pay towards the bill for those ki- for the treatments for those kinds of services. Oh, okay. Okay. All right, then. That was the question I needed, because they told me to, you know, would I get the number to call if I had any questions because they couldn't very well answer questions in the office. The ladies in the office. I understand. Okay. Well, I do

appreciate. You're very welcome. Anything else? Um, you said something about the long-term or short-term. When is that? Uh, yes, you did enroll in a short-term disability. Uh-huh. And, but what is that? So if you have to miss work for an extended amount of times, um, you can file a short-term disability claim, um, with the insurance company, American Public Life. And they'll review the circumstances as to why you need that, and if they, if, uh, they approve it, they'll award you with a benefit amount. I believe it's up to a hu- up to \$650 per month for a per- for a period of 90 days, uh, to provide some ... Okay. ... while you're out of work. Okay. All right, then. Thank you very much. You're welcome. Anything else? No. You, you helped me a lot because, like I say, they couldn't answer those questions. I understand. Well, if that's everything, thanks again for calling and have a wonderful day. You too, sir. Thank you. You're welcome. Bye now. 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 Chris. How can I help you today?

Speaker speaker_2: Yes, I was calling because I work for ATC. Um, I'm a new employee. They told me to give you all a call concerning my benefits.

Speaker speaker_1: Okay. Yes, ma'am. So we're the plan administrator for the health insurance benefits for ATC. Um, were you looking to enroll in the health insurance benefits at this time?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And let's see here. What's the last four of your Social?

Speaker speaker_2: 6066.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: Louwani. L-O-U-W-A-N-I, middle initial D, last name is Lopez.

Speaker speaker_1: Okay. Miss Lopez, could you verify your address and date of birth for me please?

Speaker speaker_2: April 19, 1955. 511 Glen Arvin Drive, Thomasville, Georgia 31792.

Speaker speaker_1: Thank you. Uh, we have a phone number on file of 914-7745. Is that correct?

Speaker speaker_2: That's right.

Speaker speaker_1: All right. Let's see here. Um, all right. So I'm showing it looks like we've already received and processed an enrollment form that you filled out. Um, it looks like at this time we're just waiting for ATC to actually start taking deductions. Uh, when exactly that

happens is completely up to them. It's handled by their payroll teams.

Speaker speaker_2: Okay.

Speaker speaker_1: So, um, any further questions regarding when that should happen need to be directed to them.

Speaker speaker_2: Okay, I have a question if you can answer. Um, I put for, for eye and for dental-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and for life.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And I wanted to know how much life do they have on the policy?

Speaker speaker_1: It's a \$20,000 policy.

Speaker speaker_2: It's a 20,000. Okay. Okay. So I just wait for the card?

Speaker speaker_1: Yes. So, well, first off you're waiting for the deductions. Um, ATC, as far as we can tell, um, nothing's been reported to us yet that they've taken the money out of your checks yet. Once that happens-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... your policy is effective the following Monday with ID cards usually arriving about a week or two after that. Um, but again, we're not involved in the deductions themselves. So if you have any questions on when that should happening, you'll need to ask ATC's payroll team.

Speaker speaker_2: No, they sent, they sent me a email of congratulations because of the time of my employment, and that's how I got your number.

Speaker speaker_1: I understand, ma'am, but-

Speaker speaker_2: And I was just checking to make, checking to make sure. I understand what you're saying. I'm not asking when it's gonna start. I was just-

Speaker speaker_1: Okay.

Speaker speaker_2: ... trying to reassure to make sure I had the same thing and I didn't need nothing added. That's what I needed to know.

Speaker speaker_1: . All right. Yeah. No, I understand. Yes. Uh, based on the form that you filled out, looks like you got dental, vision, life insurance, short-term disability, accident coverage, and the free Rx program for prescriptions.

Speaker speaker_2: Okay. Um, can you tell me what the, um, the accident, the accidental pro- um, insurance is? What is that about?

Speaker speaker_1: Yeah. So if you get involved into some form of accident that requires the use of one of its services, such as like ambulance usage, um, emergency room or anything like that, um, it'll help pay, it'll help pay towards the bill for those ki- for the treatments for those kinds of services.

Speaker speaker_2: Oh, okay. Okay. All right, then. That was the question I needed, because they told me to, you know, would I get the number to call if I had any questions because they couldn't very well answer questions in the office. The ladies in the office.

Speaker speaker_1: I understand.

Speaker speaker_2: Okay. Well, I do appreciate.

Speaker speaker_1: You're very welcome. Anything else?

Speaker speaker_2: Um, you said something about the long-term or short-term. When is that?

Speaker speaker_1: Uh, yes, you did enroll in a short-term disability.

Speaker speaker_2: Uh-huh. And, but what is that?

Speaker speaker_1: So if you have to miss work for an extended amount of times, um, you can file a short-term disability claim, um, with the insurance company, American Public Life. And they'll review the circumstances as to why you need that, and if they, if, uh, they approve it, they'll award you with a benefit amount. I believe it's up to a hu- up to \$650 per month for a per- for a period of 90 days, uh, to provide some ...

Speaker speaker_2: Okay.

Speaker speaker_1: ... while you're out of work.

Speaker speaker_2: Okay. All right, then. Thank you very much.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No. You, you helped me a lot because, like I say, they couldn't answer those questions.

Speaker speaker_1: I understand. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: You too, sir. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye-bye.