

## Transcript: Estefania

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... on Benefits on a Card. My name is Stephanie. How can I assist you? Hi. Um, I wanted to change my benefits on Benefits on a Card. Okay. Um, what staff and agency do you work with? Care Builders. I'm sorry, can I get that name again? Care Builders. That's C-A-R-E B-U-I-L-D-E-R-S. Okay. Thank you. And then, what are the last four of your Social? 6826. And then, what's your first and last name? Chelsey Ameers. Okay, thank you. For security purposes, do you mind verifying your address as well as your date of birth? Um... Okay, yeah, y'all have my actual address. Uh, 1300 Buchta Road, Apartment Number 809, Angleton, Texas, 77515. Hm, we have a different address. Did you recently move? Uh, yeah. So y'all probably have the... All right, I'm trying to remember the car. Um, 15027 Keller Ridge Road, Danbury, Texas, 77534. Okay. You- Uh, Home Number 218. Do you want me to update that? Uh, yes. And then what was your date of birth? Because I do need a- 5/19/2000. Okay, thank you. What was the new address? It was 1300- Mm-hmm. Buch- That's Buchta. That's, um, uh, B-U-C-H-T-A Road. Mm-hmm. Thank you. Uh, Ang- Angleton. Okay. Angleton, Texas, 77515. And then, um... Oh, sorry. The, the, um, apartment number is 809. Okay, thank you. Okay. Okay, I have 1300 Buchta, B-U-C-H-T-A Road, Apartment 809, Angleton, Texas, 77515. Is that correct? Yep. Okay. And then, I have your phone number as assigned, 793886801. Yes. And then I have your last name, first name, 2000 @gmail.com. Is that up-to-date? Yes. Okay, thank you. Okay. What did you wanna change your plans to? So you can do it, 'cause you're within your company open enrollment, so you're at a good time to make those changes. Um, what did you wanna change or drop? Um, I wanted to drop the, the medical benefits. Okay. So you don't want, um... You have the VIP Plus, which is your hospital indemnity. That's the plan covers your doctor visits, hospital visits, urgent care, emergency rooms and surgeries. So you wanna drop that one? Yes, ma'am. Okay. And then you also- It's just, it's just a bit pricey. Okay. And then you also have vision, dental and your free Rx. Did you wanna keep those three or did you wanna drop- Yeah. ... any of those? Yes, keep those. I just wanna drop the most expensive one. Okay, yeah. That's fine. All right, give me one second. Uh, hold on a sec. Okay. So if you don't, if y'all don't want this, then go ahead and do it for 100. You'll get that one way or the other side. Okay. I said if you don't want this one- I heard you didn't want this one. This is for 100. You don't want the phone yet? Um, your original question is what... All right. Well, I should be able to... Just a minute. So the number is there. 200. Give me one second. Sorry, my system's being slow. Oh, you're okay. It's 200. Okay. So I went ahead and opted you out from, um... Well, went ahead and dropped that plan. So your new weekly deduction is gonna be of- Mm-hmm. ... \$11.78. Do you allow your staff at agency to make the weekly deduction of \$11.78 for your vision plan, your dental plan and your free Rx plan for employee only? Okay. Okay. Um, please do be advised that it takes seven to 10 days for any

cancellations to process, so you still may experience one or two deductions for that VIP Plus, um, but it shouldn't pass two. Okay? All right. Sounds good. All right. Did he have any more questions for me? Uh, no, ma'am. All right. Well, I hope you have a great day. Thank you for your time. Thank you. Okay. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... on Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. Um, I wanted to change my benefits on Benefits on a Card.

Speaker speaker\_1: Okay. Um, what staff and agency do you work with?

Speaker speaker\_2: Care Builders.

Speaker speaker\_1: I'm sorry, can I get that name again?

Speaker speaker\_2: Care Builders. That's C-A-R-E B-U-I-L-D-E-R-S.

Speaker speaker\_1: Okay. Thank you. And then, what are the last four of your Social?

Speaker speaker\_2: 6826.

Speaker speaker\_1: And then, what's your first and last name?

Speaker speaker\_2: Chelsey Ameers.

Speaker speaker\_1: Okay, thank you. For security purposes, do you mind verifying your address as well as your date of birth?

Speaker speaker\_2: Um... Okay, yeah, y'all have my actual address. Uh, 1300 Buchta Road, Apartment Number 809, Angleton, Texas, 77515.

Speaker speaker\_1: Hm, we have a different address. Did you recently move?

Speaker speaker\_2: Uh, yeah. So y'all probably have the... All right, I'm trying to remember the car. Um, 15027 Keller Ridge Road, Danbury, Texas, 77534.

Speaker speaker\_1: Okay. You-

Speaker speaker\_2: Uh, Home Number 218.

Speaker speaker\_1: Do you want me to update that?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: And then what was your date of birth? Because I do need a-

Speaker speaker\_2: 5/19/2000.

Speaker speaker\_1: Okay, thank you. What was the new address?

Speaker speaker\_2: It was 1300-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Buch- That's Buchta. That's, um, uh, B-U-C-H-T-A Road.

Speaker speaker\_1: Mm-hmm. Thank you.

Speaker speaker\_2: Uh, Ang- Angleton.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Angleton, Texas, 77515. And then, um... Oh, sorry. The, the, um, apartment number is 809.

Speaker speaker\_1: Okay, thank you. Okay. Okay, I have 1300 Buchta, B-U-C-H-T-A Road, Apartment 809, Angleton, Texas, 77515. Is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. And then, I have your phone number as assigned, 793886801.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have your last name, first name, 2000 @gmail.com. Is that up-to-date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you. Okay. What did you wanna change your plans to? So you can do it, 'cause you're within your company open enrollment, so you're at a good time to make those changes. Um, what did you wanna change or drop?

Speaker speaker\_2: Um, I wanted to drop the, the medical benefits.

Speaker speaker\_1: Okay. So you don't want, um... You have the VIP Plus, which is your hospital indemnity. That's the plan covers your doctor visits, hospital visits, urgent care, emergency rooms and surgeries. So you wanna drop that one?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And then you also-

Speaker speaker\_2: It's just, it's just a bit pricey.

Speaker speaker\_1: Okay. And then you also have vision, dental and your free Rx. Did you wanna keep those three or did you wanna drop-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... any of those?

Speaker speaker\_2: Yes, keep those. I just wanna drop the most expensive one.

Speaker speaker\_1: Okay, yeah. That's fine. All right, give me one second.

Speaker speaker\_2: Uh, hold on a sec.

Speaker speaker\_0: Okay. So if you don't, if y'all don't want this, then go ahead and do it for 100. You'll get that one way or the other side. Okay. I said if you don't want this one-

Speaker speaker\_3: I heard you didn't want this one. This is for 100. You don't want the phone yet? Um, your original question is what...

Speaker speaker\_1: All right. Well, I should be able to... Just a minute.

Speaker speaker\_0: So the number is there. 200.

Speaker speaker\_1: Give me one second. Sorry, my system's being slow.

Speaker speaker\_2: Oh, you're okay.

Speaker speaker\_0: It's 200.

Speaker speaker\_1: Okay. So I went ahead and opted you out from, um... Well, went ahead and dropped that plan. So your new weekly deduction is gonna be of-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... \$11.78. Do you allow your staff at agency to make the weekly deduction of \$11.78 for your vision plan, your dental plan and your free Rx plan for employee only?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Um, please do be advised that it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions for that VIP Plus, um, but it shouldn't pass two. Okay?

Speaker speaker\_0: All right. Sounds good.

Speaker speaker\_1: All right. Did he have any more questions for me?

Speaker speaker\_2: Uh, no, ma'am.

Speaker speaker\_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: Okay. Bye-bye.

Speaker speaker\_1: Bye-bye.