

Transcript: Estefania

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Full Transcript

Thank you for calling... Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Uh, my name is Ayodeyi. I work for Unisap Service. Mm-hmm. I'm calling to, uh, yeah, to, uh, make some changes in my enrollment. Okay. What are the last four of your Social? Uh, 5261. You said 5261? Yes. And then your first and last name, please? Uh, uh, first name, Ayodeyi. Last name is Suyounu. And then for security purposes, could you verify address and date of birth? 14100 Munstead Drive, Apartment 2128. That is 685254. And, uh, date of birth, uh, 09/24/1990. Okay, 832-406-1237 is your phone number? Yes. Okay. So I was the one that spoke with you earlier. Um, what were the changes that you wanted to make? What did you want to add? Okay. Uh, I want to, uh, add, uh, vision for me and my, my spouse. And, uh, I want, um, critical illness for my family and 24-hour accidental for my family. Ooh, I'm sorry. I'm having trouble hearing you. You said you wanted to add... You said vision for family, and what else? Uh, uh, no. Uh, no. You said vision for me and my spouse. Okay. That's 435. And then, what else? And, uh, uh, critical illness for my family. Um, so you have virtual restriction, so if you add any plans, all the plans have to be under Employee and Spouse or Employee and Family. You can't switch it around. That's the restriction- Oh, okay. ... that OAFBAC agency has. So if you want to add vision for Employee and Spouse, you have to- Mm-hmm. Every other plan has to be under Employee and Spouse. Or if you want- Oh, okay. ... Employee and Family, every plan has to be under Employee and Spouse. Employee and Family. Okay, so we're gonna do Family then. Okay. Um, you said for vision, and for what other plan? Uh, Critical Illness and, uh, 24-hour Group Accidental. Critical Illness, you said? Mm-hmm. Yes. And then, did you say Group Accident? Yes, Group Accident. Okay. So I have short-term disability for employee, because that's the only option, for \$3.94. Then I have vision for \$7.62 for employee and family. I have critical illness for \$4.12 for employee and family, and I have group accident for \$4.53 for employee and family. Yes. That's it. Okay. That would be a new weekly deduction of \$20.21. Mm-hmm. Do you allow me to make these changes? Uh, yes. Yes. Okay. Yes. And like I- So you already, uh, removed the, uh, the dependent, right? Yes, I did. I removed it, um... Okay. I removed it when you called earlier. Oh. Remember, we only kept the short-term disability? Exactly. And then now, um, I changed it again, so now it's gonna be group accident for employee plus family for \$4.53, short-term disability for employee only for \$3.94, critical illness employee plus family for \$4.12, and your vision plan for employee plus family for \$7.62, being a weekly deduction of \$20.21. Um, just remember that it does take 7 to 10 days for any changes and cancellations to process. So due to that, there is a chance that you may experience one or two deductions still of \$18.39, but once you see the very first deduction of the 21... I'm sorry, the \$20.21 come out of your paycheck, these plans are gonna be effective. So once you see the very first deduction of 20.21 come out of your paycheck- Mm-hmm. ... the following Monday of this first

deduction of the \$20.21, that's when your vision plan, critical illness, and group accident goes into effect. Okay. Thank you. Okay? Thank you so much. And then do you want me to go... You're welcome. Did you want me to go over, um, what those plans cover, or did you already look over that? Yeah, I already looked over them. Okay. All right, so now you just gotta make... wait for that new deduction, okay? Thank you so much. And then, um, before I let you go though, I have... spouse, children. Give me one second. Let me make sure I got the information for your dependents. It's only one child? Yes. And then your wife, right? Yes. Okay. Okay, I got it. Thank you. All right. Thank you. All right. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling... Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. Uh, my name is Ayodeyi. I work for Unisap Service.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm calling to, uh, yeah, to, uh, make some changes in my enrollment.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: Uh, 5261.

Speaker speaker_0: You said 5261?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your first and last name, please?

Speaker speaker_1: Uh, uh, first name, Ayodeyi. Last name is Suyounu.

Speaker speaker_0: And then for security purposes, could you verify address and date of birth?

Speaker speaker_1: 14100 Munstead Drive, Apartment 2128. That is 685254. And, uh, date of birth, uh, 09/24/1990.

Speaker speaker_0: Okay, 832-406-1237 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I was the one that spoke with you earlier. Um, what were the changes that you wanted to make? What did you want to add?

Speaker speaker_1: Okay. Uh, I want to, uh, add, uh, vision for me and my, my spouse. And, uh, I want, um, critical illness for my family and 24-hour accidental for my family.

Speaker speaker_0: Ooh, I'm sorry. I'm having trouble hearing you. You said you wanted to add... You said vision for family, and what else?

Speaker speaker_1: Uh, uh, no. Uh, no. You said vision for me and my spouse.

Speaker speaker_0: Okay. That's 435. And then, what else?

Speaker speaker_1: And, uh, uh, critical illness for my family.

Speaker speaker_0: Um, so you have virtual restriction, so if you add any plans, all the plans have to be under Employee and Spouse or Employee and Family. You can't switch it around. That's the restriction-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... that OAFBAC agency has. So if you want to add vision for Employee and Spouse, you have to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Every other plan has to be under Employee and Spouse. Or if you want-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... Employee and Family, every plan has to be under Employee and Spouse.

Speaker speaker_1: Employee and Family. Okay, so we're gonna do Family then.

Speaker speaker_0: Okay. Um, you said for vision, and for what other plan?

Speaker speaker_1: Uh, Critical Illness and, uh, 24-hour Group Accidental.

Speaker speaker_0: Critical Illness, you said?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: And then, did you say Group Accident?

Speaker speaker_1: Yes, Group Accident.

Speaker speaker_0: Okay. So I have short-term disability for employee, because that's the only option, for \$3.94. Then I have vision for \$7.62 for employee and family. I have critical illness for \$4.12 for employee and family, and I have group accident for \$4.53 for employee and family.

Speaker speaker_1: Yes. That's it.

Speaker speaker_0: Okay. That would be a new weekly deduction of \$20.21.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you allow me to make these changes?

Speaker speaker_1: Uh, yes. Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: And like I-

Speaker speaker_1: So you already, uh, removed the, uh, the dependent, right?

Speaker speaker_0: Yes, I did. I removed it, um...

Speaker speaker_1: Okay.

Speaker speaker_0: I removed it when you called earlier.

Speaker speaker_1: Oh.

Speaker speaker_0: Remember, we only kept the short-term disability?

Speaker speaker_1: Exactly.

Speaker speaker_0: And then now, um, I changed it again, so now it's gonna be group accident for employee plus family for \$4.53, short-term disability for employee only for \$3.94, critical illness employee plus family for \$4.12, and your vision plan for employee plus family for \$7.62, being a weekly deduction of \$20.21. Um, just remember that it does take 7 to 10 days for any changes and cancellations to process. So due to that, there is a chance that you may experience one or two deductions still of \$18.39, but once you see the very first deduction of the 21... I'm sorry, the \$20.21 come out of your paycheck, these plans are gonna be effective. So once you see the very first deduction of 20.21 come out of your paycheck-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the following Monday of this first deduction of the \$20.21, that's when your vision plan, critical illness, and group accident goes into effect.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: And then do you want me to go... You're welcome. Did you want me to go over, um, what those plans cover, or did you already look over that?

Speaker speaker_1: Yeah, I already looked over them.

Speaker speaker_0: Okay. All right, so now you just gotta make... wait for that new deduction, okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: And then, um, before I let you go though, I have... spouse, children. Give me one second. Let me make sure I got the information for your dependents. It's only one child?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your wife, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, I got it.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: All right.

Speaker speaker_0: Have a nice day.

Speaker speaker_1: You too. Bye-bye.