

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I'm calling about the... I- I signed up for the, I-I signed up for this benefit. I'm sorry, you're breaking up really bad. Can you repeat that? My name's Kevin Huber. I signed... I work for SST and I signed up for the benefits. Okay! How can I help you? I want to know how much they're gonna be charging me monthly. So, I wouldn't know monthly but I can give you your weekly deduction from, from your coverage. Because it's weekly deductions from your paycheck. Yes. Not monthly. Um- Is there any way I can cancel it? Yeah. I can check to see. Um, I can check- Can you do that? ... your file real quick because I would have to look at your file to let you know. But I know some staffing agencies do have regulations. Not all of them, but some do. Sure. But I'd have to get in your file real quick. Um, you said SST, correct? SST. Superior Skilled Trades? Yeah. Yeah. Okay. And then I just need the last four of your Social. Two, nine, four, five. And your first and last name, please? Kevin Huber. For security purposes, can you verify your address and date of birth? 20115 White Hampton, Cleveland, Texas 63971. Okay, then I have 281-236-1960 as your phone number. Yes. Okay. And I have kevinh7883@yahoo.com. Is that up-to-date? Yes. Okay, let's see. So, it looks like it hasn't gone into effect yet, but it- Okay. Once it does, it looks like it's going to be a weekly deduction of \$52.77. Did you still want to keep that or did you want to cancel it? Well, I don't need the medical. I, I just want the... I think I got vision and dental. Yeah. You have vision for employee only which is \$2.42 weekly, dental for employee only which is \$5.40 c- c- weekly from your paycheck. Your medical is the VIP Classic. That one would be \$22.76 weekly from your paycheck. Um, you also have short-term disability for employee only which is \$4.20 weekly from your paycheck, term life for employee only which is \$2.08 weekly from your paycheck. And then you have your second medical plan which is the MEC stand-alone which is only a preventative plan. That one for employee only is \$16.91 weekly. Yeah. I, I don't need the medical part. So, you want to get rid of the VIP Classic and the MEC? Yeah. Okay. Give me one second, let me see if that... But all the rest I want, the short-term and the, uh... Term life? Term life, yeah. Dental and vision? Okay, give me one second. Let me make those changes. And you still wanted them under employee only, right? Yeah. Okay. Give me one second. I'm taking my medical. Okay. So if I make these changes, the new weekly deduction would be \$14.10 from your paycheck. Do you allow me to make these changes? Yes, ma'am. Okay. And then I did have to advise to you that these restrictions and changes typically take 7 to 10 business days to process. Um, so, if you do experience a deduction of \$52.77, you may experience one or two... There's a possibility of two, but I do have to read you the disclaimer due to the amount of time that the changes take to go into effect. I got it. Okay. But it looks like with your four that you select, dental for employee only is \$5.40, short-term, \$4.20, term life, \$2.08 and vision, \$1.14 makes a total of \$14.10 weekly from your pay... Okay? So, you don't

have the medicals anymore. I got rid of those. Yeah. Okay. Um, did you have any other questions? Just in case you did want to add new plans in the future, it looks like the last day... January, February, March, April, May, June. It looks like their last day for you to make any changes would be May 30th. Okay. Okay? But that has been done. All right. Thank you. I hope you have a great day. All right. I'm just going to go back to work. All right. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Yeah, I'm calling about the... I- I signed up for the, I-I signed up for this benefit.

Speaker speaker_0: I'm sorry, you're breaking up really bad. Can you repeat that?

Speaker speaker_1: My name's Kevin Huber. I signed... I work for SST and I signed up for the benefits.

Speaker speaker_0: Okay! How can I help you?

Speaker speaker_1: I want to know how much they're gonna be charging me monthly.

Speaker speaker_0: So, I wouldn't know monthly but I can give you your weekly deduction from, from your coverage. Because it's weekly deductions from your paycheck.

Speaker speaker_1: Yes.

Speaker speaker_0: Not monthly. Um-

Speaker speaker_1: Is there any way I can cancel it?

Speaker speaker_0: Yeah. I can check to see. Um, I can check-

Speaker speaker_1: Can you do that?

Speaker speaker_0: ... your file real quick because I would have to look at your file to let you know. But I know some staffing agencies do have regulations. Not all of them, but some do.

Speaker speaker_1: Sure.

Speaker speaker_0: But I'd have to get in your file real quick. Um, you said SST, correct?

Speaker speaker_1: SST.

Speaker speaker_0: Superior Skilled Trades?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay. And then I just need the last four of your Social.

Speaker speaker_1: Two, nine, four, five.

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

Speaker speaker_1: Kevin Huber.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 20115 White Hampton, Cleveland, Texas 63971.

Speaker speaker_0: Okay, then I have 281-236-1960 as your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And I have kevinh7883@yahoo.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let's see. So, it looks like it hasn't gone into effect yet, but it-

Speaker speaker_1: Okay.

Speaker speaker_0: Once it does, it looks like it's going to be a weekly deduction of \$52.77. Did you still want to keep that or did you want to cancel it?

Speaker speaker_1: Well, I don't need the medical. I, I just want the... I think I got vision and dental.

Speaker speaker_0: Yeah. You have vision for employee only which is \$2.42 weekly, dental for employee only which is \$5.40 c- c- weekly from your paycheck. Your medical is the VIP Classic. That one would be \$22.76 weekly from your paycheck. Um, you also have short-term disability for employee only which is \$4.20 weekly from your paycheck, term life for employee only which is \$2.08 weekly from your paycheck. And then you have your second medical plan which is the MEC stand-alone which is only a preventative plan. That one for employee only is \$16.91 weekly.

Speaker speaker_1: Yeah. I, I don't need the medical part.

Speaker speaker_0: So, you want to get rid of the VIP Classic and the MEC?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me one second, let me see if that...

Speaker speaker_1: But all the rest I want, the short-term and the, uh...

Speaker speaker_0: Term life?

Speaker speaker_1: Term life, yeah.

Speaker speaker_0: Dental and vision? Okay, give me one second. Let me make those changes. And you still wanted them under employee only, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Give me one second. I'm taking my medical.

Speaker speaker_0: Okay. So if I make these changes, the new weekly deduction would be \$14.10 from your paycheck. Do you allow me to make these changes?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then I did have to advise to you that these restrictions and changes typically take 7 to 10 business days to process. Um, so, if you do experience a deduction of \$52.77, you may experience one or two... There's a possibility of two, but I do have to read you the disclaimer due to the amount of time that the changes take to go into effect.

Speaker speaker_1: I got it.

Speaker speaker_0: Okay. But it looks like with your four that you select, dental for employee only is \$5.40, short-term, \$4.20, term life, \$2.08 and vision, \$1.14 makes a total of \$14.10 weekly from your pay... Okay? So, you don't have the medicals anymore. I got rid of those.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, did you have any other questions? Just in case you did want to add new plans in the future, it looks like the last day... January, February, March, April, May, June. It looks like their last day for you to make any changes would be May 30th.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? But that has been done.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you. I hope you have a great day.

Speaker speaker_1: All right. I'm just going to go back to work. All right. Thank you.

Speaker speaker_0: Thank you.