

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? Uh, yes, ma'am. Uh, I'm trying to add medical insurance, and I think that this is my last day to do it. Okay. What staffing agency do you work for? I work for On Track in, uh, Irving, Texas. And then what is the last four of your Social? 3059. And your first and last name? Herman Johnson. For security purposes, can you verify address and date of birth? Uh, 2601 West Walnut Hill Lane, Apartment 201, Irving, Texas 75038. My birthday March 12, '83. Is 972-503-7555 your phone number? 5755, yes. Okay. And then have callrayboo9- Call... ... @hotmail.com? Yes. Okay. Um, I see that you currently have the dental plan as well as the vision plan. Were you trying to add more? Yeah, I want to add the medical. Okay, which one? Uh, I want to add the second, the second one, the, uh, not the most expensive, but the second one. Okay. I know it's three different kind, right? So, it should be VIP. Yeah. Yeah, the VIP. There's the... Uh, hold up. There's the standard which is the basic one. Yeah. And then the plus. Okay, so the standard, and then did you want to add anything else? No, no. I just needed the medical. Okay. So your new deduction with the VIP standard included is gonna be \$23.44 now. Okay? All right. Do you allow On Track Staffing to make this new deduction of \$23.44 weekly for the VIP standard for employee, dental for employee, and vision for employee? Yes. Okay. Please allow one or two weeks, um, for that new deduction to roll over. Um, it does take seven to ten business days for any cancellations or changes to process, so there's a possibility that you still may experience one or two deductions of 5.78. But once you see that new deduction from your paycheck of 23.44 is when that medical plan goes into effect. All right. Okay? And then, um, by that first week of activation with, with the 23.44, if you do want a physical medical card, you're welcome to give this number a call to request it 'cause they normally don't send that medical card out. So, if you do want a physical one, you would have to contact us once you see that new deduction of 23.44, because once you see that deduction of the \$23.44, that's when your VIP standard plan goes into effect. All right. Okay. Did you have any other questions? No, that'll be it. All right. Well, I hope you have a great day. All right. You too. Thanks.

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: Uh, yes, ma'am. Uh, I'm trying to add medical insurance, and I think that this is my last day to do it.

Speaker speaker_0: Okay. What staffing agency do you work for?

Speaker speaker_1: I work for On Track in, uh, Irving, Texas.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: 3059.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Herman Johnson.

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

Speaker speaker_1: Uh, 2601 West Walnut Hill Lane, Apartment 201, Irving, Texas 75038. My birthday March 12, '83.

Speaker speaker_0: Is 972-503-7555 your phone number?

Speaker speaker_1: 5755, yes.

Speaker speaker_0: Okay. And then have callrayboo9-

Speaker speaker_1: Call...

Speaker speaker_0: ... @hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I see that you currently have the dental plan as well as the vision plan. Were you trying to add more?

Speaker speaker_1: Yeah, I want to add the medical.

Speaker speaker_0: Okay, which one?

Speaker speaker_1: Uh, I want to add the second, the second one, the, uh, not the most expensive, but the second one.

Speaker speaker_0: Okay.

Speaker speaker_1: I know it's three different kind, right? So, it should be VIP.

Speaker speaker_0: Yeah. Yeah, the VIP. There's the... Uh, hold up. There's the standard which is the basic one.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then the plus. Okay, so the standard, and then did you want to add anything else?

Speaker speaker_1: No, no. I just needed the medical.

Speaker speaker_0: Okay. So your new deduction with the VIP standard included is gonna be \$23.44 now. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: Do you allow On Track Staffing to make this new deduction of \$23.44 weekly for the VIP standard for employee, dental for employee, and vision for employee?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one or two weeks, um, for that new deduction to roll over. Um, it does take seven to ten business days for any cancellations or changes to process, so there's a possibility that you still may experience one or two deductions of 5.78. But once you see that new deduction from your paycheck of 23.44 is when that medical plan goes into effect.

Speaker speaker_1: All right.

Speaker speaker_0: Okay? And then, um, by that first week of activation with, with the 23.44, if you do want a physical medical card, you're welcome to give this number a call to request it 'cause they normally don't send that medical card out. So, if you do want a physical one, you would have to contact us once you see that new deduction of 23.44, because once you see that deduction of the \$23.44, that's when your VIP standard plan goes into effect.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Did you have any other questions?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: All right. You too. Thanks.