

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, um, I was just double checking with you what you have me in as the insurance that I wanted 'cause I know we ha- it, it showed up on my pay stub as VIP Standard- Mm-hmm. ... but I know it was changed, um, to- Okay. ... something else. Yeah, I can help you. Um, what's the staffing agency that you're with? Cara. And then, what are the last four of your social? 1125. All right, could you please verify your full address as well as your date of birth for me? 5890 Brentwood Street, Arvada, Colorado 80004. And what was the rest? And then your date of birth. 4/20/58. Okay. And then 303-763-0525 is your phone number? Yes. And then I have cstabt56@gmail.com. Is that correct? Yes. Okay, give me one second while I review your account. Okay, so you actually did the changes with me. Um, remember you, you replaced the VIP Standard with the preventative one? Um. Mm-hmm. I did call, I forgot to mention to you in the call that you may still f- it takes seven to 10 days for any changes to be done. Right, and so all the other- ... on there. Right. ... all the other deduc- all the other deductions are showing up on it. So you still may experience one or two deductions with that standard. Um, I did call you back, but, uh, you didn't answer- Yeah. ... so I left a voicemail. You did. I got the mail, voicemail. Okay. So yes, I was just wanting to check. So do you know if it's gonna be re- reimbursed or what, what's gonna happen with the- So, it does take se- like I said, it does take seven to 10 days for the cancellations and the changes to process. So you still may experience one or two deductions with that standard plan. But maybe by the next pay period, it should be reversed? So we don't do refunds because it takes seven to 10 days for any changes to be made. Okay. So whenever you change, like, your coverage level or your plans, typically it takes seven to 10 business days for any changes to be done within your plan. So you still may experience those deductions, one or two. It shouldn't pass two. Okay. Yeah, it's accidents and supplemental. Okay. All right, thanks. You're welcome- Hopefully we'll be off for the next time. Okay, bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, um, I was just double checking with you what you have me in as the insurance that I wanted 'cause I know we ha- it, it showed up on my pay stub as VIP Standard-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... but I know it was changed, um, to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... something else.

Speaker speaker_0: Yeah, I can help you. Um, what's the staffing agency that you're with?

Speaker speaker_1: Cara.

Speaker speaker_0: And then, what are the last four of your social?

Speaker speaker_1: 1125.

Speaker speaker_0: All right, could you please verify your full address as well as your date of birth for me?

Speaker speaker_1: 5890 Brentwood Street, Arvada, Colorado 80004. And what was the rest?

Speaker speaker_0: And then your date of birth.

Speaker speaker_1: 4/20/58.

Speaker speaker_0: Okay. And then 303-763-0525 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have cstabt56@gmail.com. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one second while I review your account. Okay, so you actually did the changes with me. Um, remember you, you replaced the VIP Standard with the preventative one? Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I did call, I forgot to mention to you in the call that you may still f- it takes seven to 10 days for any changes to be done.

Speaker speaker_1: Right, and so all the other-

Speaker speaker_0: ... on there. Right.

Speaker speaker_1: ... all the other deduc- all the other deductions are showing up on it.

Speaker speaker_0: So you still may experience one or two deductions with that standard. Um, I did call you back, but, uh, you didn't answer-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... so I left a voicemail.

Speaker speaker_1: You did. I got the mail, voicemail.

Speaker speaker_0: Okay.

Speaker speaker_1: So yes, I was just wanting to check. So do you know if it's gonna be reimbursed or what, what's gonna happen with the-

Speaker speaker_0: So, it does take se- like I said, it does take seven to 10 days for the cancellations and the changes to process. So you still may experience one or two deductions with that standard plan.

Speaker speaker_1: But maybe by the next pay period, it should be reversed?

Speaker speaker_0: So we don't do refunds because it takes seven to 10 days for any changes to be made.

Speaker speaker_1: Okay.

Speaker speaker_0: So whenever you change, like, your coverage level or your plans, typically it takes seven to 10 business days for any changes to be done within your plan. So you still may experience those deductions, one or two. It shouldn't pass two.

Speaker speaker_1: Okay. Yeah, it's accidents and supplemental. Okay. All right, thanks.

Speaker speaker_0: You're welcome-

Speaker speaker_1: Hopefully we'll be off for the next time. Okay, bye.

Speaker speaker_0: Thank you. Bye.