

Transcript: Estefania

Acevedo-6211471107211264-6331967194841088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Um, yes, I wanted to, uh, make some changes to my enrollments. Okay. Yeah, I can help you with that. Um, what's the staffing agency that you're working with? Creative Circle. And then what are the last four of your Social? 2154. For security purposes, could you verify the address on file as well as your date of birth? 2444 North Harding Avenue, Chicago, Illinois, 60647 and 5/16/78. Is it a house or an apartment? Apartment one. Okay. Is your phone number still 456-5528? Yes. And then it has, um, capital B, your last name, 42 at gmail.com. So that would be capital B and then lowercase b. Yeah. Okay. And then what were the changes that you wanted to make? Um, so I, I wanted to keep, uh, my dental and vision plan but get rid of everything else. Okay. Yes, sir. So you wanted to get rid of the Ensure Plus Basic, Group Accident, Critical Illness, term life, and then your MEC 10L Rep? Yes. Okay. So it looks like for, it, it looks like the dental plan comes as a bundle. Is that okay? So if I select dental, um, I, you also have to get your, the term life. So it comes in a bundle of two, so dental, term life and vision, but you already wanted vision. Uh-huh. So, um, you get the term life and term life is only \$2.11 from your paycheck. That's okay, that's fine. So with those three, it would be a weekly deduction of \$7.90. Um, do you allow me to make these changes? Yes, I do. Okay. So it does take seven to 10 days for any changes to process. So you still may experience an, a deduction of that \$93.81, um, due to the fact that it takes seven to 10 days for the cancellations to process. Okay. Um, but I went ahead and made those changes, so you're gonna have dental, term life and vision for \$7.90, okay? Okay. Did you have any questions? Oh, I was gonna ask you, did you wanna add a beneficiary? Give me one second. Yeah, a beneficiary for your term life? Yeah. Who do you wanna put down? Um, Megan, M-E-G-A-N Bartels. And then what's the relationship? Uh, she's my wife. Okay. All right. I have her down. Did you have any questions? Uh, that's it. All right. Well, I hope you have a great day. Happy New Year. You too. Thanks. Bye. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yes, I wanted to, uh, make some changes to my enrollments.

Speaker speaker_1: Okay. Yeah, I can help you with that. Um, what's the staffing agency that you're working with?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 2154.

Speaker speaker_1: For security purposes, could you verify the address on file as well as your date of birth?

Speaker speaker_2: 2444 North Harding Avenue, Chicago, Illinois, 60647 and 5/16/78.

Speaker speaker_1: Is it a house or an apartment?

Speaker speaker_2: Apartment one.

Speaker speaker_1: Okay. Is your phone number still 456-5528?

Speaker speaker_2: Yes.

Speaker speaker_1: And then it has, um, capital B, your last name, 42 at gmail.com. So that would be capital B and then lowercase b.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then what were the changes that you wanted to make?

Speaker speaker_2: Um, so I, I wanted to keep, uh, my dental and vision plan but get rid of everything else.

Speaker speaker_1: Okay. Yes, sir. So you wanted to get rid of the Ensure Plus Basic, Group Accident, Critical Illness, term life, and then your MEC 10L Rep?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like for, it, it looks like the dental plan comes as a bundle. Is that okay? So if I select dental, um, I, you also have to get your, the term life. So it comes in a bundle of two, so dental, term life and vision, but you already wanted vision.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So, um, you get the term life and term life is only \$2.11 from your paycheck.

Speaker speaker_2: That's okay, that's fine.

Speaker speaker_1: So with those three, it would be a weekly deduction of \$7.90. Um, do you allow me to make these changes?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Okay. So it does take seven to 10 days for any changes to process. So you still may experience an, a deduction of that \$93.81, um, due to the fact that it takes seven to 10 days for the cancellations to process.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I went ahead and made those changes, so you're gonna have dental, term life and vision for \$7.90, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Did you have any questions? Oh, I was gonna ask you, did you wanna add a beneficiary? Give me one second. Yeah, a beneficiary for your term life?

Speaker speaker_2: Yeah.

Speaker speaker_1: Who do you wanna put down?

Speaker speaker_2: Um, Megan, M-E-G-A-N Bartels.

Speaker speaker_1: And then what's the relationship?

Speaker speaker_2: Uh, she's my wife.

Speaker speaker_1: Okay. All right. I have her down. Did you have any questions?

Speaker speaker_2: Uh, that's it.

Speaker speaker_1: All right. Well, I hope you have a great day. Happy New Year.

Speaker speaker_2: You too. Thanks. Bye.

Speaker speaker_1: Have a good day.