

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I need to look into canceling certain aspects of my insurance. ... my insurance package. All right. Which insurance package do you work for? PRC. And the last four of your Social? 2631. And what was your first and last name? Alexander Hudson. And for security purposes, could you verify your home address, including state or city, and zip code, Alexander? Atlanta, Georgia 30316, 174 Chester Avenue, Southeast, 10117. And your date of birth? 09/08/'94. And your telephone number I have is 404-375-9936. That is correct. And the email I have is hudsonatwork@gmail? That is correct. Okay. And what changes did you want to make? Um, so, um, I think I have, like, some sort of cyber security package, right? ID Experts. Yes, sir. I see. Yeah. Go ahead and remove that. Anything else? Um, I'd like to... My dental and my vision, are those bundled with my standard health insurance package? Uh, no, sir. So those are additional benefit options that are added onto the medicals. Um, however, there's only one dental and vision plan. For sure. Yeah. Um, well, I'm not getting my eyes checked this year, and I'm not getting... and I already got my teeth cleaning. If the claim is still being processed, then I should keep my dental insurance as is. Is that correct? Um, yes. So if the claim is still being processed, I would definitely keep it. Um, however, if we make a change, like if we drop the dental, pending enrollments do take one to two weeks to go through. So you do have a two-week process before the change actually happens. Okay. Um, so then we can keep that all as is. Um, definitely need to get rid of IDX. Okay. Um, and then, uh, essentially once I get confirmation that that claim has been processed and that I owe nothing, as I said, um, I will look at pausing payments to my dental? Um, that is an option that I can exercise, correct? That's correct. Yeah. You can drop dental anytime. Yes, sir. And then pick it back up as needed? Um, you have to wait until company open enrollment period, or experience a qualified life event if you want to add it back. Okay. Um, well, yeah. Um, how much am I currently paying for dental? Uh, so dental's \$3.51 per week. Okay. So we'll see if it comes out to be more than... How much was the IDX? Uh, \$1.98 per week. Mm. Yeah, but I never used it in my dental. Sure, sure. Okay. Um, so then I guess this concludes everything that I was looking for. I really appreciate your time. Thank you. Yes. So did you want to go ahead and process the, uh, change in coverage, like drop the ID Experts, or, or no? Yes, please. Okay. So the current deductions right now with everything was \$29.18. However, dropping the ID Experts would make your new total deductions \$27.20 per week. Do you authorize TRC Staffing to make that deduction for you? Y- uh, yes. Okay. So like I said earlier, pending enrollments do take one to two weeks to go through. And then whenever you witness that first deduction of the \$27.20 come off your paycheck, that's how you know ID Experts was dropped from the coverage. But other than that, Alexander, is there anything else I could help you out with today? No. Thank you so much for your time. I really appreciate it. You're

welcome. You have a great day, okay? You as well. Take care. Thank you. Bye-bye.
Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. I need to look into canceling certain aspects of my insurance. ... my insurance package.

Speaker speaker_0: All right. Which insurance package do you work for?

Speaker speaker_1: PRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2631.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Alexander Hudson.

Speaker speaker_0: And for security purposes, could you verify your home address, including state or city, and zip code, Alexander?

Speaker speaker_1: Atlanta, Georgia 30316, 174 Chester Avenue, Southeast, 10117.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09/08/'94.

Speaker speaker_0: And your telephone number I have is 404-375-9936.

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is hudsonatwork@gmail?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And what changes did you want to make?

Speaker speaker_1: Um, so, um, I think I have, like, some sort of cyber security package, right?

Speaker speaker_0: ID Experts. Yes, sir. I see.

Speaker speaker_1: Yeah. Go ahead and remove that.

Speaker speaker_0: Anything else?

Speaker speaker_1: Um, I'd like to... My dental and my vision, are those bundled with my standard health insurance package?

Speaker speaker_0: Uh, no, sir. So those are additional benefit options that are added onto the medicals. Um, however, there's only one dental and vision plan.

Speaker speaker_1: For sure. Yeah. Um, well, I'm not getting my eyes checked this year, and I'm not getting... and I already got my teeth cleaning. If the claim is still being processed, then I should keep my dental insurance as is. Is that correct?

Speaker speaker_0: Um, yes. So if the claim is still being processed, I would definitely keep it. Um, however, if we make a change, like if we drop the dental, pending enrollments do take one to two weeks to go through. So you do have a two-week process before the change actually happens.

Speaker speaker_1: Okay. Um, so then we can keep that all as is. Um, definitely need to get rid of IDX.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, and then, uh, essentially once I get confirmation that that claim has been processed and that I owe nothing, as I said, um, I will look at pausing payments to my dental? Um, that is an option that I can exercise, correct?

Speaker speaker_0: That's correct. Yeah. You can drop dental anytime. Yes, sir.

Speaker speaker_1: And then pick it back up as needed?

Speaker speaker_0: Um, you have to wait until company open enrollment period, or experience a qualified life event if you want to add it back.

Speaker speaker_1: Okay. Um, well, yeah. Um, how much am I currently paying for dental?

Speaker speaker_0: Uh, so dental's \$3.51 per week.

Speaker speaker_1: Okay. So we'll see if it comes out to be more than... How much was the IDX?

Speaker speaker_0: Uh, \$1.98 per week.

Speaker speaker_1: Mm. Yeah, but I never used it in my dental.

Speaker speaker_0: Sure, sure.

Speaker speaker_1: Okay. Um, so then I guess this concludes everything that I was looking for. I really appreciate your time. Thank you.

Speaker speaker_0: Yes. So did you want to go ahead and process the, uh, change in coverage, like drop the ID Experts, or, or no?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. So the current deductions right now with everything was \$29.18. However, dropping the ID Experts would make your new total deductions \$27.20 per week. Do you authorize TRC Staffing to make that deduction for you?

Speaker speaker_1: Y- uh, yes.

Speaker speaker_0: Okay. So like I said earlier, pending enrollments do take one to two weeks to go through. And then whenever you witness that first deduction of the \$27.20 come off your paycheck, that's how you know ID Experts was dropped from the coverage. But other than that, Alexander, is there anything else I could help you out with today?

Speaker speaker_1: No. Thank you so much for your time. I really appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You as well. Take care.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Goodbye.