

Transcript: Justin

Mills-4960298763075584-4605973155069952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Mr. Justin. I'm, uh, enrolled with EPC in the benefits. Mm-hmm. And I just wanna do some change for the next year. Okay. Um, so EPC, what's the last four of your social? It's five, three, four, seven. And for security purposes, can you verify your home address, including city, state and zip code? Sure. Uh, 808, um, Cedar Street, Boonton, New Jersey, 07005. And your date of birth? Um, December 25, 1961. And a good telephone number have as 201-349-2948? Yes. And the email have as S-H-E-N-C-I 25 at Yahoo? Yes, yes. That's the one, yes. Okay. Um, so let's see here. So looking at the file, it looks like you have future coverage for just the MEC TeleRX for employee plus spouse. Um, did you drop the dental coverage? Uh, no, I didn't... Uh, I did because I lost my, uh, my password and I, I, I thought I'm gonna do it later and I forgot totally. I just remember today. So is it possible only to stay with, uh, the MEC, uh, TeleRX and, and remove the dental? I just wanna remove the dental and continue with the other, other one that's 19... \$19. Okay, so let's see here. Okay, so it looks like you already made that change. Uh, you have a pending request sent for enrollment for the MEC TeleRX for employee plus spouse only, which is \$19.05. So you should be having deductions- Oh. ... within the next few days or early next week- That's me. ... or sometime next week. Oh my gosh. I have bad memory because I'm getting old. It's okay. Uh, we're all human. It happens to the best of us. Thanks. Thank you. So happy new year. Yes, sir. Happy new Year. Is there anything else I could help you out with today? No, no, no. Appreciate. Thank you very much, sir. Thank you. You're welcome. You have a great weekend, okay? The same to you. Thanks. Okay. Okay. Thanks. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Mr. Justin. I'm, uh, enrolled with EPC in the benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I just wanna do some change for the next year.

Speaker speaker_1: Okay. Um, so EPC, what's the last four of your social?

Speaker speaker_2: It's five, three, four, seven.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Sure. Uh, 808, um, Cedar Street, Boonton, New Jersey, 07005.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, December 25, 1961.

Speaker speaker_1: And a good telephone number have as 201-349-2948?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have as S-H-E-N-C-I 25 at Yahoo?

Speaker speaker_2: Yes, yes. That's the one, yes.

Speaker speaker_1: Okay. Um, so let's see here. So looking at the file, it looks like you have future coverage for just the MEC TeleRX for employee plus spouse. Um, did you drop the dental coverage?

Speaker speaker_2: Uh, no, I didn't... Uh, I did because I lost my, uh, my password and I, I, I thought I'm gonna do it later and I forgot totally. I just remember today. So is it possible only to stay with, uh, the MEC, uh, TeleRX and, and remove the dental? I just wanna remove the dental and continue with the other, other one that's 19... \$19.

Speaker speaker_1: Okay, so let's see here. Okay, so it looks like you already made that change. Uh, you have a pending request sent for enrollment for the MEC TeleRX for employee plus spouse only, which is \$19.05. So you should be having deductions-

Speaker speaker_2: Oh.

Speaker speaker_1: ... within the next few days or early next week-

Speaker speaker_2: That's me.

Speaker speaker_1: ... or sometime next week.

Speaker speaker_2: Oh my gosh. I have bad memory because I'm getting old.

Speaker speaker_1: It's okay. Uh, we're all human. It happens to the best of us.

Speaker speaker_2: Thanks. Thank you. So happy new year.

Speaker speaker_1: Yes, sir. Happy new Year. Is there anything else I could help you out with today?

Speaker speaker_2: No, no, no. Appreciate. Thank you very much, sir. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: The same to you. Thanks. Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Thanks. Bye-bye.

Speaker speaker_1: Bye-bye.