

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? I'm here 'cause I'm calling because I just selected my, um, insurance for me and my husband, but he has a new job, and he started today. And so, he's gonna enroll with insurance at his job, so I just need to pay for me and not him, 'cause he's not gonna utilize mine. Okay. So you need a drop from employee plus spouse to employee only coverage? Yeah. Uh-huh. Okay. What's the staffing agency you work for? TRC. And the last four of your Social? 0376. And what was your first and last name? Brittany Murray. And for security purposes, can you verify your home address, including city, state and ZIP Code, Brittany? 5793 Garden Place, Elnwood, Georgia 30294. And your date of birth? 1/28/86. And a good telephone number has a 770-601-9121? Correct. And the email I have is brittanymurray86@Yahoo? Correct. Okay. So let's see here. So you have the VIP Standard, free RX, virtual primary care, dental, vision and behavioral health for employee plus spouse. So your total premium for that or all of those was \$60.10. However, dropping it to employee only would make your new total deductions, let's see, \$36.87 per week. Okay. Do you authorize TRC Staffing to make that deduction for you? Yes. Okay. So I'm going to go ahead and save that. Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction of the \$36.87 come off your paycheck, that's how you know your spouse has been dropped to, dropped from the coverage. Okay. Um, but other than that, is there anything else I can assist you with today? That's it. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: I'm here 'cause I'm calling because I just selected my, um, insurance for me and my husband, but he has a new job, and he started today. And so, he's gonna enroll with insurance at his job, so I just need to pay for me and not him, 'cause he's not gonna utilize mine.

Speaker speaker_0: Okay. So you need a drop from employee plus spouse to employee only coverage?

Speaker speaker_1: Yeah. Uh-huh.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0376.

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

Speaker speaker_1: Brittany Murray.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and ZIP Code, Brittany?

Speaker speaker_1: 5793 Garden Place, Elwood, Georgia 30294.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 1/28/86.

Speaker speaker_0: And a good telephone number has a 770-601-9121?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is brittanymurray86@Yahoo?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So let's see here. So you have the VIP Standard, free RX, virtual primary care, dental, vision and behavioral health for employee plus spouse. So your total premium for that or all of those was \$60.10. However, dropping it to employee only would make your new total deductions, let's see, \$36.87 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize TRC Staffing to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm going to go ahead and save that. Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction of the \$36.87 come off your paycheck, that's how you know your spouse has been dropped to, dropped from the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but other than that, is there anything else I can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.