

Transcript: Justin

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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, I'm trying to enroll the benefits for, uh, this year, and I cannot log in to enroll. Okay. Now, when you go to the portal, are you clicking Member Log In or Enroll/Decline Coverage? Enroll/Decl- Enroll, um, and Decline Coverage. Okay. Have you registered your account? How do I register? Is it Member Log In? Um, no. So whenever you click Enroll/Decline Coverage, it'll take you to a page where you log in, and if you n- haven't registered your account, you can register there. Sorry, did you say... Sorry, I, I missed the first sentence. Sorry. That's okay. Did you say Member Log In, or... No. No, I did not. I stated if you click, uh, Enroll or Decline Coverage, it'll bring you- Mm-hmm. ... to a page where you can log in. And if you haven't created an account yet, you can register from there. So I cannot even get in. Um, the page keeps spinning when I click on Enroll/Decline Coverage. It does not go anywhere when I click on that button. Okay. I mean, I can get you enrolled over the phone if that would be easier. Yeah. Yeah, that would be helpful. Thank you. Okay, so Creative Circle, what's the last four of your social? 8502... And your first and last name? S-I-N space H-A-E. That's the first name. Last name P-A-R-K. And for security purposes, can you verify your home address, including city, state and zip code? Yeah. 280 East Del Mar Boulevard, Apartment 337, Pasadena, California 91101. And your date of birth? August 10, 1989. And a good telephone number I has 209-436-7885? Yeah, that's my, that's my Zoom number 'cause I'm calling from international right now, and so my phone is on roaming. But my phone number should be updated as, uh, 917-880-7076. And just to confirm, 917-880-7076? Yep. That's my, that's my phone number, yes. And the email I have is parks652 at Gmail? Mm-hmm. Okay, so let's see here. So looking at the file, looks like everything that you were previously enrolled into rolled over automatically, uh, the group accident, dental, critical illness, term life, which is life insurance, vision, and the MUC TeleRx all for employee plus spouse. Did you want to make changes to that, or did you wanna keep all of that? Yes, cha- uh, let's make changes to, uh, to this one. Um, so we'd like to just do the dental for employee and spouse, and nothing else. Okay, so... So unfortunately dental comes in a bundle with term life and vision. Mm-hmm. So you would have to get the dental term life/vision bundle. Okay. Sorry. Okay. Um, give me one second. Let me just talk to my spouse. Could you, could you hold for a minute for me, sorry? Yeah, no worries. Okay. So sorry. So did you say it comes in a bundle of the vision and, um- Term life. ... what does it include in the package? Could you clarify for me? Yeah, so the dental term life/vision bundle, um, is just a bundle offered through Creative Circle, um, dental. Um, did you want like specifics of what each individual one covers, or, or, or what? Uh, no, I think that's good. Okay. Yeah, so we'd like to get a den- like you said, dental, vision and term life bundle, the 13.91 and for employee and spouse. Okay. And that's it? Uh, yes. Okay. So the current deductions right now with

everything I listed off earlier was \$40.03 per week. However, dropping everything except the dental term life/vision bundle would make your new total deductions \$13.91 per week. Do you authorize Creative Circle to make that deduction for you? Yes. So we'll go ahead and save that. Also, I like to be enrolled from a specific date, because we were actually out of the country until, um, until the very last date of enrolled date. So, I like to have deduction begin on, um... What's the cutoff time for the last time, last day to begin? Is it February, uh, 17- Um, so the last day f- well, the last day for Creative Circle's open enrollment is February 1st. However, we really can't make a, um, like an exact, um, for you, like an exact date for you to become active. Um, unfortunately pending enrollments, like if we made this change today, they take one to two weeks to go through. So we really can't make, uh, your start date a specific date for you. Got it. So should I call back on, on 27, the last day, in order to kick in a week or two? Um, as long as you call before February 1st 'cause that's when Creative Circle's open enrollment period ends- Mm-hmm. ... and make changes before then. Uh, like I said, pending enrollments take one to two weeks to go through. So, there isn't a, isn't an exact date on when coverage would begin, or you could tell us when you would like the coverage to begin, 'cause unfortunately- Got it. ... pending enrollments take one to two weeks to go through. Got it. Okay. Yeah, I'm gonna, I'm gonna come back and call later, uh, to actually enroll then. But yeah, thank you for, uh, thank you for the help today then. No worries. So you want me to go ahead and cancel that pending enrollment for you? Yes. Yes, and I'm gonna call back later. Okay. No worries. So I went ahead and canceled that pending enrollment for you. Is there anything else I can help you out with today? Um, nope, that was it. Thank you so much. You're welcome. You have a great day, okay? You too. 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, I'm trying to enroll the benefits for, uh, this year, and I cannot log in to enroll.

Speaker speaker_1: Okay. Now, when you go to the portal, are you clicking Member Log In or Enroll/Decline Coverage?

Speaker speaker_2: Enroll/Decl- Enroll, um, and Decline Coverage.

Speaker speaker_1: Okay. Have you registered your account?

Speaker speaker_2: How do I register? Is it Member Log In?

Speaker speaker_1: Um, no. So whenever you click Enroll/Decline Coverage, it'll take you to a page where you log in, and if you n- haven't registered your account, you can register there.

Speaker speaker_2: Sorry, did you say... Sorry, I, I missed the first sentence. Sorry.

Speaker speaker_1: That's okay.

Speaker speaker_2: Did you say Member Log In, or...

Speaker speaker_1: No. No, I did not. I stated if you click, uh, Enroll or Decline Coverage, it'll bring you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to a page where you can log in. And if you haven't created an account yet, you can register from there.

Speaker speaker_2: So I cannot even get in. Um, the page keeps spinning when I click on Enroll/Decline Coverage. It does not go anywhere when I click on that button.

Speaker speaker_1: Okay. I mean, I can get you enrolled over the phone if that would be easier.

Speaker speaker_2: Yeah. Yeah, that would be helpful. Thank you.

Speaker speaker_1: Okay, so Creative Circle, what's the last four of your social?

Speaker speaker_2: 8502...

Speaker speaker_1: And your first and last name?

Speaker speaker_2: S-I-N space H-A-E. That's the first name. Last name P-A-R-K.

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

Speaker speaker_2: Yeah. 280 East Del Mar Boulevard, Apartment 337, Pasadena, California 91101.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: August 10, 1989.

Speaker speaker_1: And a good telephone number I has 209-436-7885?

Speaker speaker_2: Yeah, that's my, that's my Zoom number 'cause I'm calling from international right now, and so my phone is on roaming. But my phone number should be updated as, uh, 917-880-7076.

Speaker speaker_1: And just to confirm, 917-880-7076?

Speaker speaker_2: Yep. That's my, that's my phone number, yes.

Speaker speaker_1: And the email I have is parks652 at Gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so let's see here. So looking at the file, looks like everything that you were previously enrolled into rolled over automatically, uh, the group accident, dental, critical illness, term life, which is life insurance, vision, and the MUC TeleRx all for employee plus spouse. Did you want to make changes to that, or did you wanna keep all of that?

Speaker speaker_2: Yes, cha- uh, let's make changes to, uh, to this one. Um, so we'd like to just do the dental for employee and spouse, and nothing else.

Speaker speaker_1: Okay, so... So unfortunately dental comes in a bundle with term life and vision.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you would have to get the dental term life/vision bundle.

Speaker speaker_2: Okay. Sorry. Okay. Um, give me one second. Let me just talk to my spouse. Could you, could you hold for a minute for me, sorry?

Speaker speaker_1: Yeah, no worries.

Speaker speaker_2: Okay. So sorry. So did you say it comes in a bundle of the vision and, um-

Speaker speaker_1: Term life.

Speaker speaker_2: ... what does it include in the package? Could you clarify for me?

Speaker speaker_1: Yeah, so the dental term life/vision bundle, um, is just a bundle offered through Creative Circle, um, dental. Um, did you want like specifics of what each individual one covers, or, or, or what?

Speaker speaker_2: Uh, no, I think that's good. Okay. Yeah, so we'd like to get a den- like you said, dental, vision and term life bundle, the 13.91 and for employee and spouse.

Speaker speaker_1: Okay. And that's it?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. So the current deductions right now with everything I listed off earlier was \$40.03 per week. However, dropping everything except the dental term life/vision bundle would make your new total deductions \$13.91 per week. Do you authorize Creative Circle to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: So we'll go ahead and save that.

Speaker speaker_2: Also, I like to be enrolled from a specific date, because we were actually out of the country until, um, until the very last date of enrolled date. So, I like to have deduction begin on, um... What's the cutoff time for the last time, last day to begin? Is it February, uh, 17-

Speaker speaker_1: Um, so the last day f- well, the last day for Creative Circle's open enrollment is February 1st. However, we really can't make a, um, like an exact, um, for you, like an exact date for you to become active. Um, unfortunately pending enrollments, like if we made this change today, they take one to two weeks to go through. So we really can't make, uh, your start date a specific date for you.

Speaker speaker_2: Got it. So should I call back on, on 27, the last day, in order to kick in a week or two?

Speaker speaker_1: Um, as long as you call before February 1st 'cause that's when Creative Circle's open enrollment period ends-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and make changes before then. Uh, like I said, pending enrollments take one to two weeks to go through. So, there isn't a, isn't an exact date on when coverage would begin, or you could tell us when you would like the coverage to begin, 'cause unfortunately-

Speaker speaker_2: Got it.

Speaker speaker_1: ... pending enrollments take one to two weeks to go through.

Speaker speaker_2: Got it. Okay. Yeah, I'm gonna, I'm gonna come back and call later, uh, to actually enroll then. But yeah, thank you for, uh, thank you for the help today then.

Speaker speaker_1: No worries. So you want me to go ahead and cancel that pending enrollment for you?

Speaker speaker_2: Yes. Yes, and I'm gonna call back later.

Speaker speaker_1: Okay. No worries. So I went ahead and canceled that pending enrollment for you. Is there anything else I can help you out with today?

Speaker speaker_2: Um, nope, that was it. Thank you so much.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.