

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. Um, I was wondering, um, I'm switching insurance, so I was wondering if I could stop my current insurance but I wanna keep dental and vision? Can I- So you want to drop- ... still list this? ... everything but keep dental and vision? Yes. Okay. Um, what's the staffing agency you work for? Uh, Creative Circle. And the last four of your Social? 5727. And what was your first and last name? Lindsay Baylor. And for security purposes, can you verify the home address, including city, state and zip code, Lindsay? Um, 210 Rochambeau Ave., Providence, Rhode Island 02906. And your date of birth? May 5th, 1992. And a good telephone number I have is 401-447-2155? Yes. And the email I have lindsaybaylor@gmail? Yes. Okay, so let's see here. So, I do know that dental and vision come in a bundle with term life, so I can drop everything except the dental term life vision bundle, since that is the, the bundle, uh, if you wanted to keep dental and vision. Um, but let me make those changes for you. Perfect. And, um, if... When will that take place? 'Cause my new one doesn't start until January 1st, so, um, will it, like, happen automatically or, like, right away? Um, now I do know that pending enrollments do take one to two weeks to go through, so there is that. So, so at least a one to two week process before you notice a change in deductions. Okay. Okay, so let's see here. So, it looks like your current deductions right now is \$29.63. However, dropping the medical, the critical illness, the group accident would make your new total deduction \$7.90 per week. Okay. Do you authorize Creative Circle to make that deduction for you? Yeah, that's perfect. Okay, so I'm gonna go ahead and save that. And like I said earlier, this pending enrollment does take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$7.90 come off your paycheck, that's how you know that medical, group accident and critical illness was dropped from the coverage. Okay, perfect. But other than that, is there anything else I can help you out with today, Lindsay? Um, no, that's it. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Great. Thank you. 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. Um, I was wondering, um, I'm switching insurance, so I was wondering if I could stop my current insurance but I wanna keep dental and vision? Can I-

Speaker speaker_1: So you want to drop-

Speaker speaker_2: ... still list this?

Speaker speaker_1: ... everything but keep dental and vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5727.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Lindsay Baylor.

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

Speaker speaker_2: Um, 210 Rochambeau Ave., Providence, Rhode Island 02906.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 5th, 1992.

Speaker speaker_1: And a good telephone number I have is 401-447-2155?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have lindsaybaylor@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So, I do know that dental and vision come in a bundle with term life, so I can drop everything except the dental term life vision bundle, since that is the, the bundle, uh, if you wanted to keep dental and vision. Um, but let me make those changes for you.

Speaker speaker_2: Perfect. And, um, if... When will that take place? 'Cause my new one doesn't start until January 1st, so, um, will it, like, happen automatically or, like, right away?

Speaker speaker_1: Um, now I do know that pending enrollments do take one to two weeks to go through, so there is that. So, so at least a one to two week process before you notice a change in deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so let's see here. So, it looks like your current deductions right now is \$29.63. However, dropping the medical, the critical illness, the group accident would make your new total deduction \$7.90 per week.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you authorize Creative Circle to make that deduction for you?

Speaker speaker_2: Yeah, that's perfect.

Speaker speaker_1: Okay, so I'm gonna go ahead and save that. And like I said earlier, this pending enrollment does take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$7.90 come off your paycheck, that's how you know that medical, group accident and critical illness was dropped from the coverage.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: But other than that, is there anything else I can help you out with today, Lindsay?

Speaker speaker_2: Um, no, that's it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Great. Thank you. Bye.

Speaker speaker_1: Bye-bye.