

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... insurance, this is how can I help you? Uh, yeah, I got a text saying that it's time for the -- you to change your, uh, stuff, your, your insurance stuff. What staffing company do you work for, sir? Um... AccuForce. AccuForce. So what does the text me- say specifically? Uh, hold on one second here and I'll get over there to it there. Doo, doo, doo, doo, doo, doo. "AccuForce open enrollment begins today, December 23rd. Contact Benefits in a Card at 18... at 800-497-4856 or go to www.mybiac.com/accuforce to enroll or make changes now." So that's an automatic congratulate them on getting a job with AccuForce. And let me know, do they have 30 days to get enrolled into the health insurance offer through AccuForce if they wanted to or make any changes? I was wanting to make some changes. All right. So I'll ask for your Social. 7888. First name? Mike. Last name? Kuntz. K-U-N-T-Z. All right. For security purposes, can you verify your address and date of birth for me? Uh, 194 Bunson Road, Johnson City, Tennessee 37604, and 10/30/71. Yeah. What type of changes were you looking to make? Um, I was wanting to get out of the, uh, VIP Standard for now, and, um, put on the, uh, Critical Illness with Cancer benefits, the 24-Hour Group Accident, and choose the lifespan. For you and your spouse? Yes. So you want the life... You want the life insurance for you and the spouse and the critical illness for you and the spouse, that's it? And the 24-Hour Group Accident. Right. So your new total will be \$9.51. Do you authorize your employer to make these changes? Yes. Yeah. Please re- please be advised it does take one to two weeks for the changes to happen. They're responsible to see the regular deductions with their 3613, and after two weeks you should see the new total of \$9.51. Uh, thank you. No problem, Mr. . Thank you. Is there anything else I can help you with today? No, I think that'll do it for now. Okay. Thanks for calling Benefits in a Card. I hope y'all have a Happy New Year. Thank you. You too. You... Okay, thank you. You too. All right. Bye. Just gotta tap it a few times, get it to come up or shut it off.

Conversation Format

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

Speaker speaker_1: ... insurance, this is how can I help you?

Speaker speaker_2: Uh, yeah, I got a text saying that it's time for the -- you to change your, uh, stuff, your, your insurance stuff.

Speaker speaker_1: What staffing company do you work for, sir?

Speaker speaker_2: Um...

Speaker speaker_3: AccuForce.

Speaker speaker_2: AccuForce.

Speaker speaker_1: So what does the text me- say specifically?

Speaker speaker_2: Uh, hold on one second here and I'll get over there to it there. Doo, doo, doo, doo, doo, doo. "AccuForce open enrollment begins today, December 23rd. Contact Benefits in a Card at 18... at 800-497-4856 or go to www.mybiac.com/accuforce to enroll or make changes now."

Speaker speaker_1: So that's an automatic congratulate them on getting a job with AccuForce. And let me know, do they have 30 days to get enrolled into the health insurance offer through AccuForce if they wanted to or make any changes?

Speaker speaker_2: I was wanting to make some changes.

Speaker speaker_1: All right. So I'll ask for your Social.

Speaker speaker_2: 7888.

Speaker speaker_1: First name?

Speaker speaker_2: Mike.

Speaker speaker_1: Last name?

Speaker speaker_2: Kuntz. K-U-N-T-Z.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 194 Bunson Road, Johnson City, Tennessee 37604, and 10/30/71.

Speaker speaker_1: Yeah. What type of changes were you looking to make?

Speaker speaker_2: Um, I was wanting to get out of the, uh, VIP Standard for now, and, um, put on the, uh, Critical Illness with Cancer benefits, the 24-Hour Group Accident, and choose the lifespan.

Speaker speaker_1: For you and your spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: So you want the life... You want the life insurance for you and the spouse and the critical illness for you and the spouse, that's it?

Speaker speaker_2: And the 24-Hour Group Accident.

Speaker speaker_1: Right. So your new total will be \$9.51. Do you authorize your employer to make these changes?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Please be advised it does take one to two weeks for the changes to happen. They're responsible to see the regular deductions with their 3613, and after two weeks you should see the new total of \$9.51.

Speaker speaker_2: Uh, thank you.

Speaker speaker_1: No problem, Mr. .

Speaker speaker_3: Thank you.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: No, I think that'll do it for now.

Speaker speaker_1: Okay. Thanks for calling Benefits in a Card. I hope y'all have a Happy New Year.

Speaker speaker_3: Thank you. You too.

Speaker speaker_2: You... Okay, thank you. You too.

Speaker speaker_1: All right.

Speaker speaker_2: Bye. Just gotta tap it a few times, get it to come up or shut it off.