

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you today? Hi Victoria, this is Ricardo Cervantes. Hi, yes. Yeah. Let me- Oh. ... pull up your file. Okay. You're with Superior Skilled Trades, correct? Yes, ma'am. Okay. Is there any way I could just give you authori- give authorization for my wife to speak to you guys? If not, I'll be able- Well- I mean, I won't be able to make this call 'til tomorrow. Okay. So, she can speak to us, but a- any type of changes or cancellations that is made to your enrollment, that has to be done by you. We cannot speak to her. We have to speak to you to make those changes. So what I was- Okay. ... trying to explain to her is that is only one part of the issue. Now the reason why your daughter does not have coverage for this week is because your coverage is not active for this week. We never received a payroll deduction for it. So if you would like- Okay. ... coverage for this week, you can make a d- a direct payment over the phone, and that will solve the issue with your daughter's coverage. The second part- Okay. ... of the issue that we're addressing with you is because we see multiple pending enrollments that you made online that has different coverages. So we just wanted to verify exactly what you're wanting to enroll into. As of right now- Okay 'cause- ... what you have, let me just explain to you everything. You have the vision, the dental, the VIP Classic, and that is for you and your family, you, your spouse, and your children, and the term life for employee plus spouse. But we have two other pending enrollments that are conflicting to that. So we just need to verify exactly what you're wanting to enroll into and we need to do that as soon as possible before it's processed and changed. Okay, yeah. From what I understood, when I spoke with, uh, the other lady, I don't even... I don't remember her name, but both me and my wife were on the phone with her together. We did try to do the enrollment online and then when she was going through the coverages, it would kick her out. So then she would restart it, but I imagine... Well, when we talk about, when we talked with the other lady, she's the one that said, she goes, "Oh yeah, if it kicks you out, it basically showing it like if you're trying to re-enroll." And I think at the time she was like, "Yeah, you have four open coverages. That why, that's why I won't let you go through with it." Um, so we ended up... She ended up getting everything that we needed and she said, "I'm gonna close all these other ones out. Those are the ones you don't want. And then we'll go with what we just finished discussing." I was like, "Okay, which, what you just said, I, I, if I'm correc- if I'm... If I remember correctly, everything you just said is what we picked, which is the, the, um, the VIP plan with the dental and the vision. Um, and the, I believe you said it was a term life or something like that?" Yeah, so what you have right now is vision- If I remember correctly, it's all that and, it was all that. Okay. So vision, dental, and the VIP Classic for employee plus family, and then term life for employee, uh, I'm sorry, term life for employee plus spouse. Yeah. Okay, so I'm going to go ahead and cancel these other pending enrollments. Okay. 'Cause that... They're different than this. So I'm gonna suggest- Oh my

gosh. ... do not make any other changes online. If this... If what you are wanting is what you're currently enrolled into, there's nothing that needs to be changed, which is the vision, dental, VIP Classic for you and your family, and then the term life for you and your spouse. Okay. Um, now, again, going back to the issue why your daughter is not being covered- Yeah. ... to make the coverage active for this week, because we did not receive a payroll deduction last week, you will need to make a direct payment. So do you- Okay. ... want to make a direct- Yeah. ... payment while I have you on the phone? I would, but I don't have my wallet on me. Okay. So I... Yeah, I don't happen to have my information. Okay. Yeah, just, just call us back. We are open as late as 8:00 PM Eastern Time. Once you have your debit card or credit card information, and then we can make that direct payment and that will immediately make the coverage active for this week and fix the issue with your daughter. Okay. Yeah, it won't be till tomorrow 'cause I don't get out of work till 5:00 in the morning, so. That's totally fine. Just whenever you're able to, call us back. We'll make the... You'll... We'll get the payment and then your daughter should be able to get her coverage from there. Okay. Yes, sir. All right. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you today?

Speaker speaker_1: Hi Victoria, this is Ricardo Cervantes.

Speaker speaker_0: Hi, yes.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let me-

Speaker speaker_1: Oh.

Speaker speaker_0: ... pull up your file.

Speaker speaker_1: Okay.

Speaker speaker_0: You're with Superior Skilled Trades, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: Is there any way I could just give you authori- give authorization for my wife to speak to you guys? If not, I'll be able-

Speaker speaker_0: Well-

Speaker speaker_1: I mean, I won't be able to make this call 'til tomorrow.

Speaker speaker_0: Okay. So, she can speak to us, but a- any type of changes or cancellations that is made to your enrollment, that has to be done by you. We cannot speak to

her. We have to speak to you to make those changes. So what I was-

Speaker speaker_1: Okay.

Speaker speaker_0: ... trying to explain to her is that is only one part of the issue. Now the reason why your daughter does not have coverage for this week is because your coverage is not active for this week. We never received a payroll deduction for it. So if you would like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coverage for this week, you can make a d- a direct payment over the phone, and that will solve the issue with your daughter's coverage. The second part-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of the issue that we're addressing with you is because we see multiple pending enrollments that you made online that has different coverages. So we just wanted to verify exactly what you're wanting to enroll into. As of right now-

Speaker speaker_1: Okay 'cause-

Speaker speaker_0: ... what you have, let me just explain to you everything. You have the vision, the dental, the VIP Classic, and that is for you and your family, you, your spouse, and your children, and the term life for employee plus spouse. But we have two other pending enrollments that are conflicting to that. So we just need to verify exactly what you're wanting to enroll into and we need to do that as soon as possible before it's processed and changed.

Speaker speaker_1: Okay, yeah. From what I understood, when I spoke with, uh, the other lady, I don't even... I don't remember her name, but both me and my wife were on the phone with her together. We did try to do the enrollment online and then when she was going through the coverages, it would kick her out. So then she would restart it, but I imagine... Well, when we talk about, when we talked with the other lady, she's the one that said, she goes, "Oh yeah, if it kicks you out, it basically showing it like if you're trying to re-enroll." And I think at the time she was like, "Yeah, you have four open coverages. That why, that's why I won't let you go through with it." Um, so we ended up... She ended up getting everything that we needed and she said, "I'm gonna close all these other ones out. Those are the ones you don't want. And then we'll go with what we just finished discussing." I was like, "Okay, which, what you just said, I, I, if I'm correc- if I'm... If I remember correctly, everything you just said is what we picked, which is the, the, um, the VIP plan with the dental and the vision. Um, and the, I believe you said it was a term life or something like that?"

Speaker speaker_0: Yeah, so what you have right now is vision-

Speaker speaker_1: If I remember correctly, it's all that and, it was all that.

Speaker speaker_0: Okay. So vision, dental, and the VIP Classic for employee plus family, and then term life for employee, uh, I'm sorry, term life for employee plus spouse.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so I'm going to go ahead and cancel these other pending enrollments.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause that... They're different than this. So I'm gonna suggest-

Speaker speaker_1: Oh my gosh.

Speaker speaker_0: ... do not make any other changes online. If this... If what you are wanting is what you're currently enrolled into, there's nothing that needs to be changed, which is the vision, dental, VIP Classic for you and your family, and then the term life for you and your spouse.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now, again, going back to the issue why your daughter is not being covered-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to make the coverage active for this week, because we did not receive a payroll deduction last week, you will need to make a direct payment. So do you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... want to make a direct-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... payment while I have you on the phone?

Speaker speaker_1: I would, but I don't have my wallet on me.

Speaker speaker_0: Okay.

Speaker speaker_1: So I... Yeah, I don't happen to have my information.

Speaker speaker_0: Okay. Yeah, just, just call us back. We are open as late as 8:00 PM Eastern Time. Once you have your debit card or credit card information, and then we can make that direct payment and that will immediately make the coverage active for this week and fix the issue with your daughter.

Speaker speaker_1: Okay. Yeah, it won't be till tomorrow 'cause I don't get out of work till 5:00 in the morning, so.

Speaker speaker_0: That's totally fine. Just whenever you're able to, call us back. We'll make the... You'll... We'll get the payment and then your daughter should be able to get her coverage from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.