

## **Transcript: VICTORIA**

**Taylor-4516953017860096-4998166757294080**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. How are you doing? I'm calling, um, about mer- enrollment. I would like to add my wife, um, to the insurance plan. Okay. What's the, uh, name of the agency you work for? Uh, it's, uh, Michelin MAU. And the, uh, last four of your social? 7646. All right. And your first... excuse me, your first and last name? Stanley Greene. Okay. Do you mind verifying your address and date of birth? Address, uh, 222 Stonebury Court, Lexington, South Carolina, 29073. Date of birth, 01/15/1964. And then phone number is 803-830-2652? That is correct. And then email is sog.green17@gmail? Yes. Okay. Are you wanting to add your spouse onto everything that you're enrolled into? Yes. Yes. Okay. Give me one second. Okay. So it looks like I can add your spouse onto the dental, the term life vision, and the, uh, MEC medical plan that you have, but the short-term disability I would only be able to do for yourself. Um, and with doing that, it looks like your new weekly deduction would be \$31.06 a week. Okay. Are you wanting to go ahead and do that? Yes. Yes. Okay. And then, let's see. What is your spouse's name? Alison Greene. Alison with one L. Right. So A-L-I-S-O-N? Yeah. Alison Gloria Greene. Yes. Is Gloria G-L-O-R-I-A? Yes, uh, yes. Okay. And then date of birth? Uh, 12/12/62. And then full social. Uh, 077-601331. Okay. So it will take about one to two weeks for the, uh, changes to be processed through your payroll. Mm-hmm. So you may not see that first deduction for employee plus spouse until two weeks from now. Once you do see the employee plus spouse deduction being made out of your check, your spouse's coverage will start that following Monday. Okay. And then you should receive new ID cards, um, which will take about seven to ten business days to get. Okay. All right. Was there anything else you needed help with? No. Thank you. You're welcome. Have a wonderful day. Okay. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. How are you doing? I'm calling, um, about mer- enrollment. I would like to add my wife, um, to the insurance plan.

Speaker speaker\_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker\_1: Uh, it's, uh, Michelin MAU.

Speaker speaker\_0: And the, uh, last four of your social?

Speaker speaker\_1: 7646.

Speaker speaker\_0: All right. And your first... excuse me, your first and last name?

Speaker speaker\_1: Stanley Greene.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Address, uh, 222 Stonebury Court, Lexington, South Carolina, 29073.  
Date of birth, 01/15/1964.

Speaker speaker\_0: And then phone number is 803-830-2652?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And then email is sog.green17@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Are you wanting to add your spouse onto everything that you're enrolled into?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Okay. Give me one second. Okay. So it looks like I can add your spouse onto the dental, the term life vision, and the, uh, MEC medical plan that you have, but the short-term disability I would only be able to do for yourself. Um, and with doing that, it looks like your new weekly deduction would be \$31.06 a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Are you wanting to go ahead and do that?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Okay. And then, let's see. What is your spouse's name?

Speaker speaker\_1: Alison Greene. Alison with one L.

Speaker speaker\_0: Right. So A-L-I-S-O-N?

Speaker speaker\_1: Yeah. Alison Gloria Greene. Yes.

Speaker speaker\_0: Is Gloria G-L-O-R-I-A?

Speaker speaker\_1: Yes, uh, yes.

Speaker speaker\_0: Okay. And then date of birth?

Speaker speaker\_1: Uh, 12/12/62.

Speaker speaker\_0: And then full social.

Speaker speaker\_1: Uh, 077-601331.

Speaker speaker\_0: Okay. So it will take about one to two weeks for the, uh, changes to be processed through your payroll.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So you may not see that first deduction for employee plus spouse until two weeks from now. Once you do see the employee plus spouse deduction being made out of your check, your spouse's coverage will start that following Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then you should receive new ID cards, um, which will take about seven to ten business days to get.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Was there anything else you needed help with?

Speaker speaker\_1: No. Thank you.

Speaker speaker\_0: You're welcome. Have a wonderful day.

Speaker speaker\_1: Okay. You too.