

Transcript: VICTORIA

Taylor-4554555169652736-5309822383636480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi Victoria. Uh, I'm calling regarding the benefits. Uh... Okay. And uh, they, they sent me a, a email with a different payment. Okay. And uh, I was calling to let you guys know that I already chose my, my benefit plan. Okay. And uh... Let me pull up your file. What's the name of the agency you work for? Uh, Partners Personnel. And the last four of your Social? 6402. And your first and last name? Rogelio Gonzalez. Okay. Do you mind verifying your address and date of birth? Uh, it's, uh, 13689 Moreno Way, Moreno Valley. Uh, and my birthday is 10/15/1989. Phone number 909-246-9994? Yes. And then email is picalo9092@gmail.com? Yes. Okay. I don't see that you're enrolled into anything as of yet. Are you wanting to go ahead and get enrolled? Yes. Okay. What plans are you wanting? Uh, I would like to go with the VIP Standard. Okay. For employee only? Yeah. Was there anything else? No, that's it. Okay. So the VIP Standard for employee only is \$17.66 a week. Okay. Um, now I do wanna let you know that that plan is under Section 125. Mm-hmm. Which is basically a IRS code that allows you to pay your share of the premium with pre-tax dollars. Because of that, once you're enrolled into the plans, the IRS does put stipulations on when you can cancel or change it. So you do have the remainder of your personal open enrollment period, which for you will end on the 1st of January. Okay. Um, so you have until then to make any changes or cancellations. Mm-hmm. After the 1st of January, you would have to wait for the company's open enrollment period in order to change or cancel that plan. Oh. And, uh, and the... After that day, when is the time I could cancel it? So as of right now, you have until the 1st of January to change or cancel it. Right. And then after that... And then outside of that, you would have to wait for the company's open enrollment period which they typically have during October of every year. Oh, okay. All right. Um, so the actual- Yeah, is that... That's- I'm sorry, go ahead. That's, that's, that's fine. Okay. Um, so the actual enrollment process does typically take about one to two weeks. Um, so you may not see your first payroll deduction until two weeks from now. Right. Once you do see it being deducted from your check, coverage will start the following Monday. And then once the coverage is active, that's when your policy information is being made. So it will take about seven to 10 business days to get the ID card. Um, and then also just to let you know, the ID card is typically emailed to you versus being sent to you by mail. Oh, okay. Was there anything else you might need help with? No, that's pretty much it. Okay. All right. Well, you are all set and I hope you have a wonderful day. All right. You too. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi Victoria. Uh, I'm calling regarding the benefits. Uh...

Speaker speaker_1: Okay.

Speaker speaker_2: And uh, they, they sent me a, a email with a different payment.

Speaker speaker_1: Okay.

Speaker speaker_2: And uh, I was calling to let you guys know that I already chose my, my benefit plan.

Speaker speaker_1: Okay.

Speaker speaker_2: And uh...

Speaker speaker_1: Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6402.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Rogelio Gonzalez.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, it's, uh, 13689 Moreno Way, Moreno Valley. Uh, and my birthday is 10/15/1989.

Speaker speaker_1: Phone number 909-246-9994?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is picalo9092@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I don't see that you're enrolled into anything as of yet. Are you wanting to go ahead and get enrolled?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What plans are you wanting?

Speaker speaker_2: Uh, I would like to go with the VIP Standard.

Speaker speaker_1: Okay. For employee only?

Speaker speaker_2: Yeah.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. So the VIP Standard for employee only is \$17.66 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now I do wanna let you know that that plan is under Section 125.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Which is basically a IRS code that allows you to pay your share of the premium with pre-tax dollars. Because of that, once you're enrolled into the plans, the IRS does put stipulations on when you can cancel or change it. So you do have the remainder of your personal open enrollment period, which for you will end on the 1st of January.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so you have until then to make any changes or cancellations.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: After the 1st of January, you would have to wait for the company's open enrollment period in order to change or cancel that plan.

Speaker speaker_2: Oh. And, uh, and the... After that day, when is the time I could cancel it?

Speaker speaker_1: So as of right now, you have until the 1st of January to change or cancel it.

Speaker speaker_2: Right. And then after that...

Speaker speaker_1: And then outside of that, you would have to wait for the company's open enrollment period which they typically have during October of every year.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_1: Um, so the actual-

Speaker speaker_2: Yeah, is that... That's-

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_2: That's, that's, that's fine.

Speaker speaker_1: Okay. Um, so the actual enrollment process does typically take about one to two weeks. Um, so you may not see your first payroll deduction until two weeks from now.

Speaker speaker_2: Right.

Speaker speaker_1: Once you do see it being deducted from your check, coverage will start the following Monday. And then once the coverage is active, that's when your policy information is being made. So it will take about seven to 10 business days to get the ID card. Um, and then also just to let you know, the ID card is typically emailed to you versus being sent to you by mail.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: No, that's pretty much it.

Speaker speaker_1: Okay. All right. Well, you are all set and I hope you have a wonderful day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.