

Transcript: VICTORIA

Taylor-4616080247799808-6730395675312128

Full Transcript

Thank you for calling Benefits on a Card Victoria. How can I help you? Hey, my name is Michael Frazier. Um, my company told me to call this number to enroll in insurance. Okay. What's the name of the agency you work for? Uh, Partners Personnel. And the last four of your social? 4088. Okay. And let's see. Do you mind verifying your address and date of birth? 5325 Walkertown Landing Circle, and, uh, 5399. Phone number 336-735-3566? Uh, yes, ma'am. Email is gonna be frazerm@yahoo.com? No, ma'am. Um- Okay. ... I don't know 'cause what... Do you see the other email? Uh, yes. Frazer michael17.hamsx@gmail.com? Yes, ma'am. That's the right one. Okay. Give me one second. Okay. Do you know what you're wanting to enroll into? Yes, I have what I believe is the correct information. Um, so I wanna do the VIP Standard, um, the family plan. I wanna do, um, dental, vision, and m- regular healthcare medical. What do you mean regular healthcare medical? Um, um, b- b- b- bum. Hang on one second. So what we offer is not... Um, what we offer is not comparable to, like, major medical insurance, uh, companies. There's a couple different medical plans which the VIP Standard is a medical plan. Okay then y- yeah, I think that's it. It's like 46.26 for the family? Yes, that's for the VIP Standard. Now, are you wanting the dental and the vision for employee plus family as well? Yes. Dental and vision for family. Was there anything else? Uh, I do not think so. Okay. So the VIP Standard dental and the vision for employee plus family comes out to a total of \$68.33 a week. Yep. That's what I mapped out too. Now all of these plans are under Section 125 which basically means, um, the... It's a, it's an IRS code that allows you to pay your share of the premium with pre-tax dollars. Uh, because of that, once you're enrolled, you cannot change or cancel the plans unless you're still within your personal open enrollment period, um, or you're within the company's open enrollment period. If you're outside of both periods, you would have to have a qualifying life event in order to change or cancel the plan. Yeah. Um, so let me get your dependents listed. What is the name of your spouse? Tiffany Faze Frazier. Date of birth? 9/14/04. 9/14/04. Full social? 689054925. All right. And is there just one child that we're wanting to list? Yes'm. I don't have her social security number though. What is her name? It's Oaklynn, O-A-K-L-Y-N-N. Leigh Frazier, L-E-I-G-H. Let me just make sure I spelled the first name correctly. It's O-A-K-L-Y-N-N? Yes. Okay. And date of birth? 10/10/24. All right. And then the full social? It's 818-05-9031. Alrighty. So the enrollment from here will take about one to two weeks to be processed through your payroll. Mm-hmm. Uh, once you see that first deduction being made out of your check, the coverage will start the following Monday. Uh, once the coverage is active, that's when your ID cards and policy information is made. So it typically takes an additional seven to 10 business days to get the ID cards. The medical ID card is gonna be emailed to you, and then the dental and the vision ID cards are gonna be mailed. Okay. Was there anything else that maybe you had questions on or need help with? Um, so I don't have to wait a 90-day period before I can

use my insurance? Nope. Like I said, it takes about one to two weeks for the enrollment to be processed through your payroll. And then whenever payroll makes that first deduction out of your check, the coverage starts the following Monday. Awesome. Um, do you have any questions? Mm-mm. Okay. No, I think that's it. All right. Well, you have a wonderful rest of your afternoon. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, my name is Michael Frazier. Um, my company told me to call this number to enroll in insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4088.

Speaker speaker_0: Okay. And let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: 5325 Walkertown Landing Circle, and, uh, 5399.

Speaker speaker_0: Phone number 336-735-3566?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Email is gonna be frazerm@yahoo.com?

Speaker speaker_1: No, ma'am. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I don't know 'cause what... Do you see the other email?

Speaker speaker_0: Uh, yes. Frazer michael17.hamsx@gmail.com?

Speaker speaker_1: Yes, ma'am. That's the right one.

Speaker speaker_0: Okay. Give me one second. Okay. Do you know what you're wanting to enroll into?

Speaker speaker_1: Yes, I have what I believe is the correct information. Um, so I wanna do the VIP Standard, um, the family plan. I wanna do, um, dental, vision, and m- regular healthcare medical.

Speaker speaker_0: What do you mean regular healthcare medical?

Speaker speaker_1: Um, um, b- b- b- bum. Hang on one second.

Speaker speaker_0: So what we offer is not... Um, what we offer is not comparable to, like, major medical insurance, uh, companies. There's a couple different medical plans which the VIP Standard is a medical plan.

Speaker speaker_1: Okay then y- yeah, I think that's it. It's like 46.26 for the family?

Speaker speaker_0: Yes, that's for the VIP Standard. Now, are you wanting the dental and the vision for employee plus family as well?

Speaker speaker_1: Yes. Dental and vision for family.

Speaker speaker_0: Was there anything else?

Speaker speaker_1: Uh, I do not think so.

Speaker speaker_0: Okay. So the VIP Standard dental and the vision for employee plus family comes out to a total of \$68.33 a week.

Speaker speaker_1: Yep. That's what I mapped out too.

Speaker speaker_0: Now all of these plans are under Section 125 which basically means, um, the... It's a, it's an IRS code that allows you to pay your share of the premium with pre-tax dollars. Uh, because of that, once you're enrolled, you cannot change or cancel the plans unless you're still within your personal open enrollment period, um, or you're within the company's open enrollment period. If you're outside of both periods, you would have to have a qualifying life event in order to change or cancel the plan.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so let me get your dependents listed. What is the name of your spouse?

Speaker speaker_1: Tiffany Faze Frazier.

Speaker speaker_0: Date of birth?

Speaker speaker_2: 9/14/04.

Speaker speaker_1: 9/14/04.

Speaker speaker_0: Full social?

Speaker speaker_2: 689054925.

Speaker speaker_0: All right. And is there just one child that we're wanting to list?

Speaker speaker_1: Yes'm. I don't have her social security number though.

Speaker speaker_0: What is her name?

Speaker speaker_2: It's Oaklynn, O-A-K-L-Y-N-N. Leigh Frazier, L-E-I-G-H.

Speaker speaker_0: Let me just make sure I spelled the first name correctly. It's O-A-K-L-Y-N-N?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_2: 10/10/24.

Speaker speaker_0: All right. And then the full social?

Speaker speaker_2: It's 818-05-9031.

Speaker speaker_0: Alrighty. So the enrollment from here will take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, once you see that first deduction being made out of your check, the coverage will start the following Monday. Uh, once the coverage is active, that's when your ID cards and policy information is made. So it typically takes an additional seven to 10 business days to get the ID cards. The medical ID card is gonna be emailed to you, and then the dental and the vision ID cards are gonna be mailed.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else that maybe you had questions on or need help with?

Speaker speaker_1: Um, so I don't have to wait a 90-day period before I can use my insurance?

Speaker speaker_0: Nope. Like I said, it takes about one to two weeks for the enrollment to be processed through your payroll. And then whenever payroll makes that first deduction out of your check, the coverage starts the following Monday.

Speaker speaker_1: Awesome. Um, do you have any questions?

Speaker speaker_3: Mm-mm.

Speaker speaker_1: Okay. No, I think that's it.

Speaker speaker_0: All right. Well, you have a wonderful rest of your afternoon.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.