

Transcript: VICTORIA

Taylor-4645846821847040-5252777240379392

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. My name is Craig. Uh, I am, uh, part of the Benefits on a Card or have been taking advantage of it for the last few years, and I wanted to know i- is it, um, all or nothing or how does it work? Because I have chosen to get, um, vision and dental through a different means, and I was wondering if I can, can cut that out, um, and, and have less money taken out of my paycheck or, or how it works. Okay. Um, let me pull up your file. Sure. What's the name of the agency again? Uh, the agency... Oh, you mean the company I work for? It- it's, uh, Oxford Global Resources. Okay. And the last four of your Social? 8587. And then your first and last name? Craig, and the last name I'll spell it. It's K-A-R-A-G-I-T as in Tom, Z as in zebra. It's Karagits. Okay. Uh, do you mind verifying your address and date of birth? Sure. 17248 Carolina Trace, Chelsea, Michigan 48118. Birthdate is 2/18/68. And then, uh, phone number 734-925-2422? Correct. And email is first and last name @gmail.com. Correct. Okay. Um, yeah, nothing is bundled so if you wanted to cancel the dental and vision, you can do that . Okay. Yes, I, I would like to, to do that, please. And then, uh, just to make sure you are still wanting to keep the short-term disability and the term life? Um, actually, no, I don't even need the, the term life actually. And I don't know what the Ensure Plus Basic and Ensure Plus Enhanced are? Okay. You're not enrolled into that. Oh, okay. You're just enrolled into dental, short-term disability, term life and vision. Okay, perfect. Yes. I'd like to just keep... Of, of those, I'd like to keep just the short-term disability then, please. Okay. Um, let's see. So the short-term disability for employee only is just \$30.95. So, it will take about one to two weeks for the changes to be processed through your payroll. So, you may see one to two more deductions for the dental, term life and vision. Okay. If you do, it will provide the coverage you're paying for until the change has been processed through your payroll. Okay. So that, that should align roughly with the beginning of the new year's, so that's fine. All righty. Um, was there anything else you might need help with? No, that's it. All right. You have a wonderful day. Thank you. You too. I appreciate it.

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. My name is Craig. Uh, I am, uh, part of the Benefits on a Card or have been taking advantage of it for the last few years, and I wanted to know i- is it,

um, all or nothing or how does it work? Because I have chosen to get, um, vision and dental through a different means, and I was wondering if I can, can cut that out, um, and, and have less money taken out of my paycheck or, or how it works.

Speaker speaker_1: Okay. Um, let me pull up your file.

Speaker speaker_2: Sure.

Speaker speaker_1: What's the name of the agency again?

Speaker speaker_2: Uh, the agency... Oh, you mean the company I work for? It- it's, uh, Oxford Global Resources.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 8587.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Craig, and the last name I'll spell it. It's K-A-R-A-G-I-T as in Tom, Z as in zebra. It's Karagits.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. 17248 Carolina Trace, Chelsea, Michigan 48118. Birthdate is 2/18/68.

Speaker speaker_1: And then, uh, phone number 734-925-2422?

Speaker speaker_2: Correct.

Speaker speaker_1: And email is first and last name @gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, yeah, nothing is bundled so if you wanted to cancel the dental and vision, you can do that .

Speaker speaker_2: Okay. Yes, I, I would like to, to do that, please.

Speaker speaker_1: And then, uh, just to make sure you are still wanting to keep the short-term disability and the term life?

Speaker speaker_2: Um, actually, no, I don't even need the, the term life actually. And I don't know what the Ensure Plus Basic and Ensure Plus Enhanced are?

Speaker speaker_1: Okay. You're not enrolled into that.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: You're just enrolled into dental, short-term disability, term life and vision.

Speaker speaker_2: Okay, perfect. Yes. I'd like to just keep... Of, of those, I'd like to keep just the short-term disability then, please.

Speaker speaker_1: Okay. Um, let's see. So the short-term disability for employee only is just \$30.95. So, it will take about one to two weeks for the changes to be processed through your payroll. So, you may see one to two more deductions for the dental, term life and vision.

Speaker speaker_2: Okay.

Speaker speaker_1: If you do, it will provide the coverage you're paying for until the change has been processed through your payroll.

Speaker speaker_2: Okay. So that, that should align roughly with the beginning of the new year's, so that's fine.

Speaker speaker_1: All righty. Um, was there anything else you might need help with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Thank you. You too. I appreciate it.