

Transcript: VICTORIA

Taylor-4816105034432512-4731527699578880

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. I had a missed call from you guys. My name is Edward Turner. The last four of my Social is 0555 and the company I work for is BG Staffing. Okay. Uh, do you mind verifying your address and date of birth? 1413 is my address and my date of birth is 12-25-82. Oh, you going down? You want to ride with me? Okay, 1413 what? Ma'am? Uh, the address you just stated, the house numbers, what is the street? Oh, Highland Avenue. And that's in Columbia, Tennessee? Yes, ma'am. It is. 38401, okay. Correct. Uh, phone number, 931-626-7380? Perfect. And then email is turner.edward@gmail.com? Yes, ma'am. Okay. Um, let's see. So it looks like we did receive the termination letter for the court order. Uh-huh. Um, and we were able to go ahead and cancel the enrollment. Okay. Now, I want ... oh, go ahead. I'm sorry. Yeah, so I was just gonna let you know, cancellations typically take about one to two weeks to be processed through payroll. Right. So there is a possibility of you seeing one to two more payroll deductions. Oh, wow. If you do- Do you know why? Because, uh, they sent a tr- they sent a letter out almost two weeks ago. So that's, like, a whole month I still have to pay. Because I, I already have the insurance, so. And, uh, they... My job was court-ordered for this, but they, you know, uh, they had to get that termination letter two weeks ago. So it's like- Mm-hmm. ... I'm not using this. Why should I have to pay so much? It takes a great deal off of my check too. I definitely understand that. So it looks like we just received that termination letter. Um, and typically any type of change or cancellation takes about one to two weeks to be processed through payroll. So there's really not much we can do on our end. Now you can try and reach out to payroll. Okay, well, at least... At least I can try to... I could try to at least get, uh, you know, some, some service. Uh, if I go to the dentist, how much is the copay like if I go get my teeth cleaned or something? So the dental work, um, preventative would be 100% covered. Basic dental work, like- O- Could you tell me what's, uh, what's under preventative? I don't know the specifics. We're just your administrators. Um, I can give you the number for the actual insurance carrier so maybe that'll help. Uh- Oh, that, that would be great. Yes, ma'am. That'd be great because I have some questions for them. At, at least if I'm paying for it, I would like to go, you know, enjoy some of the services. Okay. Um, so it's gonna be American Public Life. Uh-huh. And their phone number, let me see. Give me one second. Okay. Okay, so their phone number is 800-266-... Okay. Are you there? Are you there?

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. I had a missed call from you guys. My name is Edward Turner. The last four of my Social is 0555 and the company I work for is BG Staffing.

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

Speaker speaker_2: 1413 is my address and my date of birth is 12-25-82. Oh, you going down? You want to ride with me?

Speaker speaker_1: Okay, 1413 what?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Uh, the address you just stated, the house numbers, what is the street?

Speaker speaker_2: Oh, Highland Avenue.

Speaker speaker_1: And that's in Columbia, Tennessee?

Speaker speaker_2: Yes, ma'am. It is.

Speaker speaker_1: 38401, okay.

Speaker speaker_2: Correct.

Speaker speaker_1: Uh, phone number, 931-626-7380?

Speaker speaker_2: Perfect.

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

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, let's see. So it looks like we did receive the termination letter for the court order.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, and we were able to go ahead and cancel the enrollment.

Speaker speaker_2: Okay. Now, I want ... oh, go ahead. I'm sorry.

Speaker speaker_1: Yeah, so I was just gonna let you know, cancellations typically take about one to two weeks to be processed through payroll.

Speaker speaker_2: Right.

Speaker speaker_1: So there is a possibility of you seeing one to two more payroll deductions.

Speaker speaker_2: Oh, wow.

Speaker speaker_1: If you do-

Speaker speaker_2: Do you know why? Because, uh, they sent a tr- they sent a letter out almost two weeks ago. So that's, like, a whole month I still have to pay. Because I, I already have the insurance, so. And, uh, they... My job was court-ordered for this, but they, you know, uh, they had to get that termination letter two weeks ago. So it's like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I'm not using this. Why should I have to pay so much? It takes a great deal off of my check too.

Speaker speaker_1: I definitely understand that. So it looks like we just received that termination letter. Um, and typically any type of change or cancellation takes about one to two weeks to be processed through payroll. So there's really not much we can do on our end. Now you can try and reach out to payroll.

Speaker speaker_2: Okay, well, at least... At least I can try to... I could try to at least get, uh, you know, some, some service. Uh, if I go to the dentist, how much is the copay like if I go get my teeth cleaned or something?

Speaker speaker_1: So the dental work, um, preventative would be 100% covered. Basic dental work, like-

Speaker speaker_2: O- Could you tell me what's, uh, what's under preventative?

Speaker speaker_1: I don't know the specifics. We're just your administrators. Um, I can give you the number for the actual insurance carrier so maybe that'll help. Uh-

Speaker speaker_2: Oh, that, that would be great. Yes, ma'am. That'd be great because I have some questions for them. At, at least if I'm paying for it, I would like to go, you know, enjoy some of the services.

Speaker speaker_1: Okay. Um, so it's gonna be American Public Life.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And their phone number, let me see. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so their phone number is 800-266-...

Speaker speaker_2: Okay. Are you there? Are you there?