

Transcript: VICTORIA

Taylor-4907814274908160-4600184289542144

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I got... I wanted to add my spouse to my insurance. Um, and I got a call or a voicemail saying that s-she qualified and was approved to be added. Uh, I just needed to go through the process of whatever that was after. I just need to know the process. I got left with voicemail. Okay. Um, so we would just need her name, date of birth and Social Security number. Do you have all of that with you at the moment? Yes. Yes. Okay. What's the name of your employer? Uh, my employer is The Resource. And the last four of your Social? 7558. And your first and last name? Aaron. A-A-R-O-N. Last name Koch. K-O-C-H. Do you mind verifying your address and date of birth? Yes. 101 East Sixth Street, Winston-Salem, North Carolina 27101. And my date of birth is 10/1/'98. And then phone number is 724-961-5576? Correct. And then Gmail is gonna be your first and last name13@gmail.com. Correct. Okay. Give me just a few seconds, if you will. Yep. Okay. Do you mind if I put you on a brief hold for just one moment? No, that's fine. Okay. I'll be right back. All righty. Thank you so much for holding. No problem. So let's see. You're wanting to add your spouse on, uh, everything, the dental, term life and, uh- Yes. Okay. And it should be, like, the VIP Basic package. Yes. So I see you have the VIP Basic- That I'm on. ... Dental and Term Life. So we're gonna switch that over to Employee plus Spouse. And then the Short-Term Disability I can only do for employee only. That's okay. All right, so let's see. And what is your spouse's name? Abby Kane. A-B-B-Y and then her last name, Kane, K-A-N-E. K-A-N-E? Correct. Okay, and her date of birth? 1/26/'99. And then full social? What's your social? Hmm? What's your social? 183- 183. ... 78. 7-8- ... 88. Yes, 88. 8-8- ... 94. ... 9-4. All right, so I have 183-78-88-94. Correct. Okay. All righty, so it will take about one to two weeks for the, uh, changes to be processed through payroll. Yeah, that's fine. And so you might not see the deduction for employee plus spouse until two weeks from now. Okay. Once you do see that first deduction, her coverage will start the following Monday. Okay. And then just to let you know, this brings up your weekly deduction up to \$41.20. Uh, give me one second. Let me write that down. So the weekly deduction is, what, \$41.20? Yes, \$41.20. Okay, perfect. Um. All righty. So basically right now I'm good even though, like, she's not approved and everything within that 30 days. Um, it's okay now and then when she gets added, that's when the deductions will happen? So it's already switched the enrollment to employee plus spouse and added her to the enrollment. Perfect. Now from here it's- Okay, that's why, yeah. So from here it is going to take about one to two weeks for that change to be processed through payroll. Mm-hmm. So she will not be active until the following Monday of that new payroll deduction amount of \$41.20. Okay. I was just making sure that... 'Cause there's like a 30-day window you have after you get married. I was just making sure that she was going to be able to be approved before that, but now she's approved. Yeah, you were approved. That's okay. Okay. Yeah, you were approved, that's why we're able to make these

changes. Okay, great. Thank you. Mm-hmm. You're welcome. Did you need help with anything else? Nope, that's it. Thank you. You're welcome. Have a good day. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I got... I wanted to add my spouse to my insurance. Um, and I got a call or a voicemail saying that s- she qualified and was approved to be added. Uh, I just needed to go through the process of whatever that was after. I just need to know the process. I got left with voicemail.

Speaker speaker_0: Okay. Um, so we would just need her name, date of birth and Social Security number. Do you have all of that with you at the moment?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. What's the name of your employer?

Speaker speaker_1: Uh, my employer is The Resource.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7558.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Aaron. A-A-R-O-N. Last name Koch. K-O-C-H.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. 101 East Sixth Street, Winston-Salem, North Carolina 27101. And my date of birth is 10/1/'98.

Speaker speaker_0: And then phone number is 724-961-5576?

Speaker speaker_1: Correct.

Speaker speaker_0: And then Gmail is gonna be your first and last name13@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Give me just a few seconds, if you will.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Do you mind if I put you on a brief hold for just one moment?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Okay. I'll be right back. All righty. Thank you so much for holding.

Speaker speaker_1: No problem.

Speaker speaker_0: So let's see. You're wanting to add your spouse on, uh, everything, the dental, term life and, uh-

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: And it should be, like, the VIP Basic package.

Speaker speaker_0: Yes. So I see you have the VIP Basic-

Speaker speaker_1: That I'm on.

Speaker speaker_0: ... Dental and Term Life. So we're gonna switch that over to Employee plus Spouse. And then the Short-Term Disability I can only do for employee only.

Speaker speaker_1: That's okay.

Speaker speaker_0: All right, so let's see. And what is your spouse's name?

Speaker speaker_1: Abby Kane. A-B-B-Y and then her last name, Kane, K-A-N-E.

Speaker speaker_0: K-A-N-E?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, and her date of birth?

Speaker speaker_1: 1/26/'99.

Speaker speaker_0: And then full social?

Speaker speaker_1: What's your social?

Speaker speaker_0: Hmm?

Speaker speaker_1: What's your social?

Speaker speaker_0: 183-

Speaker speaker_1: 183.

Speaker speaker_0: ... 78.

Speaker speaker_1: 7-8-

Speaker speaker_0: ... 88. Yes, 88.

Speaker speaker_1: 8-8-

Speaker speaker_0: ... 94.

Speaker speaker_1: ... 9-4.

Speaker speaker_0: All right, so I have 183-78-88-94.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. All righty, so it will take about one to two weeks for the, uh, changes to be processed through payroll.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: And so you might not see the deduction for employee plus spouse until two weeks from now.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you do see that first deduction, her coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: And then just to let you know, this brings up your weekly deduction up to \$41.20.

Speaker speaker_1: Uh, give me one second. Let me write that down. So the weekly deduction is, what, \$41.20?

Speaker speaker_0: Yes, \$41.20.

Speaker speaker_1: Okay, perfect. Um.

Speaker speaker_0: All righty.

Speaker speaker_1: So basically right now I'm good even though, like, she's not approved and everything within that 30 days. Um, it's okay now and then when she gets added, that's when the deductions will happen?

Speaker speaker_0: So it's already switched the enrollment to employee plus spouse and added her to the enrollment.

Speaker speaker_1: Perfect.

Speaker speaker_0: Now from here it's-

Speaker speaker_1: Okay, that's why, yeah.

Speaker speaker_0: So from here it is going to take about one to two weeks for that change to be processed through payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So she will not be active until the following Monday of that new payroll deduction amount of \$41.20.

Speaker speaker_1: Okay. I was just making sure that... 'Cause there's like a 30-day window you have after you get married. I was just making sure that she was going to be able to be approved before that, but now she's approved.

Speaker speaker_0: Yeah, you were approved.

Speaker speaker_1: That's okay. Okay.

Speaker speaker_0: Yeah, you were approved, that's why we're able to make these changes.

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: Mm-hmm. You're welcome. Did you need help with anything else?

Speaker speaker_1: Nope, that's it. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Bye.