

Transcript: VICTORIA

Taylor-5135088819847168-6679868028698624

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? Uh, yes. Um, do I need to... Yeah. I need to sign up for life for next year, or? I mean, I had it last year. Do I need to renew that? Is any change for the \$20,000 life insurance? What's the name of the agency you work for? Yeah, I'm with, uh, Oxford, Oxford Global. Okay. Um, I do not see any changes. Are you already enrolled into term life? That's the one that gives \$20... uh, \$20,000 in case of death? Yes. Are you already enrolled into that? Y- yes. Okay, so then it would roll over into the new year. There's no changes. Any increase in price? No changes? No, I guess you answered that. No changes in price. No changes in the amount you get. Yeah, there's no change- Okay. ... in the amount that you get. And let me double check on the price. Yeah, the price is still the same as well. Okay. Remind me what that is, please. So for employee only, it's \$2.11. Every paycheck? Correct. Okay. All right. The dental turned out to be a bust. I went to, um, a couple of dental places and they still wanted me to pay 500 bucks or more out of pocket, so I would like to decline the dental. Okay, let me pull your file. Yeah, I feel like... Yeah. Like I had nothing. I couldn't even get a teeth cleaning. So I think our dental is pretty weak if it's the same. Okay, let me pull up your file. What's the last four of your Social? Yes, ma'am. It's 6170. Your first and last name? Yeah, this is Todd Rutherford. Okay. And if you'll verify your address and date of birth. Yeah, okay. 8023 Cross Trail Drive, Circle Line, Texas, 77479. Date of birth, March the 5th, 1966. Phone number, 903-3120. 3120. Yes. Email is going to be C-H-R-U-T-H 098 at gmail.com. 098. Yes, ma'am. Okay, so you're just wanting to take off the dental and leave term life? Yeah. Is there any other changes you're wanting to make? I think I'm good, because the health is the same, or anything changed? Um, give me one second. For my company. Yeah. Yes, it looks like it's going to be the same medical plan. Okay, so all I have is the life, uh, for accidental whatever, and 20K. So I just, uh, I cut out the dental and keep the life. That's it. Okay, so for the term life, again, it would just be \$2.11 being deducted out of your check. Um, now, cancellations do typically take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions for the dental. Um, if you do, of course, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Got it. Was there anything else- Okay. ... you might need help with? I am good with that. Thank you. And, um- You're welcome. You have a wonderful day. Right, I don't know. We don't get no proof of whatever we say or set up, I guess. We just, just look for it to be done. Okay. Yeah, I went ahead and, and put in the request to have the dental taken off the enrollment. Like I said, it'll take about one to two weeks to be processed through payroll. No text to my phone or nothing? That's what I'm saying. Nothing like that? No text to your phone? Any changes. Yeah. Please. You don't send me a message through text to my phone or nothing? Just wait to see it done... I mean, I can send you a... If you'd like, I can put

together a confirmation email and send it to you. Oh, yeah, yeah, you can do that. No problem. Actually, if you can send that out, please. Oh, yes. Okay. Do you need help with anything else? No, ma'am. I'm good. Thanks a lot. You're welcome. Have a wonderful day. Yes. Yes, and happy holidays, man. Uh, merry Christmas. Thank you. Thank you. All righty. Thank you. 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: Uh, yes. Um, do I need to... Yeah. I need to sign up for life for next year, or? I mean, I had it last year. Do I need to renew that? Is any change for the \$20,000 life insurance?

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Yeah, I'm with, uh, Oxford, Oxford Global.

Speaker speaker_1: Okay. Um, I do not see any changes. Are you already enrolled into term life?

Speaker speaker_2: That's the one that gives \$20... uh, \$20,000 in case of death?

Speaker speaker_1: Yes. Are you already enrolled into that?

Speaker speaker_2: Y- yes.

Speaker speaker_1: Okay, so then it would roll over into the new year. There's no changes.

Speaker speaker_2: Any increase in price? No changes? No, I guess you answered that. No changes in price. No changes in the amount you get.

Speaker speaker_1: Yeah, there's no change-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in the amount that you get. And let me double check on the price. Yeah, the price is still the same as well.

Speaker speaker_2: Okay. Remind me what that is, please.

Speaker speaker_1: So for employee only, it's \$2.11.

Speaker speaker_2: Every paycheck?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. All right. The dental turned out to be a bust. I went to, um, a couple of dental places and they still wanted me to pay 500 bucks or more out of pocket, so I would like to decline the dental.

Speaker speaker_1: Okay, let me pull your file.

Speaker speaker_2: Yeah, I feel like... Yeah. Like I had nothing. I couldn't even get a teeth cleaning. So I think our dental is pretty weak if it's the same.

Speaker speaker_1: Okay, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Yes, ma'am. It's 6170.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Yeah, this is Todd Rutherford.

Speaker speaker_1: Okay. And if you'll verify your address and date of birth.

Speaker speaker_2: Yeah, okay. 8023 Cross Trail Drive, Circle Line, Texas, 77479. Date of birth, March the 5th, 1966.

Speaker speaker_1: Phone number, 903-3120.

Speaker speaker_2: 3120. Yes.

Speaker speaker_1: Email is going to be C-H-R-U-T-H 098 at gmail.com.

Speaker speaker_2: 098. Yes, ma'am.

Speaker speaker_1: Okay, so you're just wanting to take off the dental and leave term life?

Speaker speaker_2: Yeah.

Speaker speaker_1: Is there any other changes you're wanting to make?

Speaker speaker_2: I think I'm good, because the health is the same, or anything changed?

Speaker speaker_1: Um, give me one second.

Speaker speaker_2: For my company. Yeah.

Speaker speaker_1: Yes, it looks like it's going to be the same medical plan.

Speaker speaker_2: Okay, so all I have is the life, uh, for accidental whatever, and 20K. So I just, uh, I cut out the dental and keep the life. That's it.

Speaker speaker_1: Okay, so for the term life, again, it would just be \$2.11 being deducted out of your check. Um, now, cancellations do typically take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions for the dental. Um, if you do, of course, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_2: Got it.

Speaker speaker_1: Was there anything else-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you might need help with?

Speaker speaker_2: I am good with that. Thank you. And, um-

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Right, I don't know. We don't get no proof of whatever we say or set up, I guess. We just, just look for it to be done. Okay.

Speaker speaker_1: Yeah, I went ahead and, and put in the request to have the dental taken off the enrollment. Like I said, it'll take about one to two weeks to be processed through payroll.

Speaker speaker_2: No text to my phone or nothing? That's what I'm saying. Nothing like that?

Speaker speaker_1: No text to your phone?

Speaker speaker_2: Any changes. Yeah. Please. You don't send me a message through text to my phone or nothing? Just wait to see it done...

Speaker speaker_1: I mean, I can send you a... If you'd like, I can put together a confirmation email and send it to you.

Speaker speaker_2: Oh, yeah, yeah, you can do that. No problem. Actually, if you can send that out, please. Oh, yes.

Speaker speaker_1: Okay. Do you need help with anything else?

Speaker speaker_2: No, ma'am. I'm good. Thanks a lot.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: Yes. Yes, and happy holidays, man. Uh, merry Christmas.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you. All righty.

Speaker speaker_1: Thank you. Bye-bye.