

Transcript: VICTORIA

Taylor-5202039407165440-5705991861092352

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, m- my name is Troy Gillett. Um, I just received a call that, uh, basically reminded me about sign-up for my benefits. Not sure why I got that, 'cause I already have signed up for them. So it kind of- Uh-huh. ... worries me that maybe you guys, something going on or whatever. I don't know. Okay. I can pull up your file. It could have just been a reminder message sent to everybody. But what's the name of the agency you work for? DLC, and I work for, uh, um, ADM. So what's the name of the, the actual staffing agency? DLC. PLC? DLC, as in dog. Do they go by anything else? 'Cause I'm not familiar with a staffing agency by that name. Maybe I'm saying their acronym wrong. Hold on a second. Look at my card again. Oh, oh, DTC. Gotcha. And the last four of your Social? 4455. And your date of, uh, I'm sorry, your first and last name? Troy Gillett. Okay, got you here. Do you mind verifying your address and date of birth? 900 South Street, Tracy, Minnesota, 56175, 11/25/1965. And then phone number 507-626-6279? Yes. And then email is just gonna be first and last name, R, @icloud.com? First and last name, S-R for Senior, @icloud.com. Oh, gotcha. Okay. Yes, so I see that you're currently enrolled into the MEC TeleRX, but you are pending for another enrollment for the Insure Plus, um, I'm sorry, not the Insure Plus but the MEC Enhanced Basic Term Life and Dental for Employee plus Family. Okay. So what, what do you, what do you mean I'm, what does that mean? I mean- So I- ... I thought I did all this. I called somebody and I thought I took care of all this. Yes, so again, it's in a pending status. So you have been enrolled. However, it takes about one to two weeks for those changes to be processed through your payroll. Okay. And then once you see the first deduction for the new enrollment being taken out of your check, the coverage will start the following Monday. Okay. Well- So I'm assuming you just got that call, because it's an automated call sent to everybody. Okay. I'm just making sure there wasn't no hiccups, so. Yes, sir. Do you need help with anything else? Nope, that's it. Thank you. Okay. You're welcome. Bye. 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: Yes, um, m- my name is Troy Gillett. Um, I just received a call that, uh, basically reminded me about sign- up for my benefits. Not sure why I got that, 'cause I already have signed up for them. So it kind of-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... worries me that maybe you guys, something going on or whatever. I don't know.

Speaker speaker_0: Okay. I can pull up your file. It could have just been a reminder message sent to everybody. But what's the name of the agency you work for?

Speaker speaker_1: DLC, and I work for, uh, um, ADM.

Speaker speaker_0: So what's the name of the, the actual staffing agency?

Speaker speaker_1: DLC.

Speaker speaker_0: PLC?

Speaker speaker_1: DLC, as in dog.

Speaker speaker_0: Do they go by anything else? 'Cause I'm not familiar with a staffing agency by that name.

Speaker speaker_1: Maybe I'm saying their acronym wrong. Hold on a second. Look at my card again. Oh, oh, DTC.

Speaker speaker_0: Gotcha. And the last four of your Social?

Speaker speaker_1: 4455.

Speaker speaker_0: And your date of, uh, I'm sorry, your first and last name?

Speaker speaker_1: Troy Gillett.

Speaker speaker_0: Okay, got you here. Do you mind verifying your address and date of birth?

Speaker speaker_1: 900 South Street, Tracy, Minnesota, 56175, 11/25/1965.

Speaker speaker_0: And then phone number 507-626-6279?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just gonna be first and last name, R, @icloud.com?

Speaker speaker_1: First and last name, S-R for Senior, @icloud.com.

Speaker speaker_0: Oh, gotcha. Okay. Yes, so I see that you're currently enrolled into the MEC TeleRX, but you are pending for another enrollment for the Insure Plus, um, I'm sorry, not the Insure Plus but the MEC Enhanced Basic Term Life and Dental for Employee plus Family.

Speaker speaker_1: Okay. So what, what do you, what do you mean I'm, what does that mean? I mean-

Speaker speaker_0: So I-

Speaker speaker_1: ... I thought I did all this. I called somebody and I thought I took care of all this.

Speaker speaker_0: Yes, so again, it's in a pending status. So you have been enrolled. However, it takes about one to two weeks for those changes to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once you see the first deduction for the new enrollment being taken out of your check, the coverage will start the following Monday.

Speaker speaker_1: Okay. Well-

Speaker speaker_0: So I'm assuming you just got that call, because it's an automated call sent to everybody.

Speaker speaker_1: Okay. I'm just making sure there wasn't no hiccups, so.

Speaker speaker_0: Yes, sir. Do you need help with anything else?

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

Speaker speaker_0: Okay. You're welcome. Bye.

Speaker speaker_1: Bye.