

Transcript: VICTORIA

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Full Transcript

Thank you for holding. This is Victoria. How can I help you? Hey, Victoria. This is Ricardo Sedontis again. Hey. Hey, I got your message, and, um, what you said was no... The one we did have now that are, the one now that I heard you say it is we do have what was the VIP Pro. So whatever that plan was, that's the one that was supposed to be, I guess, done. But if anything, I can wait 'til tomorrow, because my wife's the one that did all the... She looked into everything, so, um- Well- ... I can call you back tomorrow. That way, when she's with me, that way, she can verify which one, um, it was. But if I do remember correctly, it was a VIP Pro, not the VIP Classic. And it was also with the, with the call-in doctor or something like that, that you call in. Okay. 'Cause I- I do remember- Yeah, that's- ... we selected that also. Well, not selected. Well, the lady, I guess, should have put it on there for us. Okay. So th- that's what we're trying to figure out, because, eh, i- it's important, because anytime you make a change or cancellation to the enrollment, it takes about one to two weeks to be processed through payroll. And like I said, most of this, uh, most of the changes that were done to your enrollment you did online. So we're trying to figure out exactly what you're wanting. Now... Uh-huh. ... I see that the one that was done online, the one that I told you would more than likely go through your payroll is the one that has the virtual primary care, the dental, the, um, critical illness, the vision, and the VIP Pro for employee plus family. Then you have the term life for employee plus spouse and the short-term disability for employee only. So we really need to go ahead and get this figured out, because this is gonna cause confusion with your deductions and the enrollment for future references. Uh-huh. So is that what you're wanting, instead of what we spoke about previously? Like I said, my wife's the one that did all the research, looked into it and all that, just because obviously I work. I can't be sitting here reading all that, 'cause of our work schedule. Like, so she's the one that read all that. She's the one that knows. Okay. So like I said, I can call you guys back tomorrow with her. That way- Yeah. ... whatever questions you have, she can answer them. And if, whatever verification needs to happen from me, then I could go ahead and say yes or no, that's what we, what was done or... Okay. Or you can simply just ask her what plans she thinks that you guys need to enroll into, and then you can call us back and tell us. The only thing is whether you do it, you know, a three-way, whatever the case is, we just have to have your verbal permission to make these changes. We can't just do it with her on the phone. Uh-huh. So if you want to do a three-way tomorrow, you can do that. Now if... Um, so do you just want me to go ahead and, and cancel the pending enrollment that I just switched back to reflect what you currently have until you confirm this with your wife? Yeah, just leave... Yeah, cancel, I guess, whatever you did or whatever I had told you. Because yeah, I, I, now that I remember, she did tell me it was the VIP Pro. So whatever, I imagine whatever was put in with the VIP Pro is gonna be what was, what she thought was best for our family. So I mean, if you can,

just put all that on hold. And then tomorrow, I usually get up for work. I'll try to get up a little bit early, that way I can go ahead and make the phone calls, make, get ahold of you and figure out what we need to do, what needs to be changed and what exactly, what plan we want. Okay. Yeah. That's- So- That sounds like a good idea. I'm just gonna go ahead and cancel what we discussed, and then, um, just make sure to call us back tomorrow with these, with these changes. Whether she's- Okay. Yeah. It'll- ... on the phone or not, it's just important that you are on the phone. Yeah. No, we'll be, we'll be together, so she'll be right beside me. When we spoke to the lady last time, we were side by side also. So I don't know, I don't know if when you guys input it, you guys do it online or something or not, but I don't know how it works. No, sir. This is showing you did it online. Oh, okay. Yeah. See it should be working by you. ... 'cause we didn't do... Yeah. Oh, okay. Well, yeah, I'll give you guys a call tomorrow. Roughly, it'll probably be between, like, 2:00 and maybe... Probably like 2:00 and 3:00. I'll try to get up a little bit early so I could give you guys a call between that time. Okay. All righty. All right. Sounds good. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for holding. This is Victoria. How can I help you?

Speaker speaker_1: Hey, Victoria. This is Ricardo Sedontis again.

Speaker speaker_0: Hey.

Speaker speaker_1: Hey, I got your message, and, um, what you said was no... The one we did have now that are, the one now that I heard you say it is we do have what was the VIP Pro. So whatever that plan was, that's the one that was supposed to be, I guess, done. But if anything, I can wait 'til tomorrow, because my wife's the one that did all the... She looked into everything, so, um-

Speaker speaker_0: Well-

Speaker speaker_1: ... I can call you back tomorrow. That way, when she's with me, that way, she can verify which one, um, it was. But if I do remember correctly, it was a VIP Pro, not the VIP Classic. And it was also with the, with the call-in doctor or something like that, that you call in.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I- I do remember-

Speaker speaker_0: Yeah, that's-

Speaker speaker_1: ... we selected that also. Well, not selected. Well, the lady, I guess, should have put it on there for us.

Speaker speaker_0: Okay. So th- that's what we're trying to figure out, because, eh, i- it's important, because anytime you make a change or cancellation to the enrollment, it takes about one to two weeks to be processed through payroll. And like I said, most of this, uh, most

of the changes that were done to your enrollment you did online. So we're trying to figure out exactly what you're wanting. Now...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... I see that the one that was done online, the one that I told you would more than likely go through your payroll is the one that has the virtual primary care, the dental, the, um, critical illness, the vision, and the VIP Pro for employee plus family. Then you have the term life for employee plus spouse and the short-term disability for employee only. So we really need to go ahead and get this figured out, because this is gonna cause confusion with your deductions and the enrollment for future references.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So is that what you're wanting, instead of what we spoke about previously?

Speaker speaker_1: Like I said, my wife's the one that did all the research, looked into it and all that, just because obviously I work. I can't be sitting here reading all that, 'cause of our work schedule. Like, so she's the one that read all that. She's the one that knows.

Speaker speaker_0: Okay.

Speaker speaker_1: So like I said, I can call you guys back tomorrow with her. That way-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... whatever questions you have, she can answer them. And if, whatever verification needs to happen from me, then I could go ahead and say yes or no, that's what we, what was done or...

Speaker speaker_0: Okay. Or you can simply just ask her what plans she thinks that you guys need to enroll into, and then you can call us back and tell us. The only thing is whether you do it, you know, a three-way, whatever the case is, we just have to have your verbal permission to make these changes. We can't just do it with her on the phone.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So if you want to do a three-way tomorrow, you can do that. Now if... Um, so do you just want me to go ahead and, and cancel the pending enrollment that I just switched back to reflect what you currently have until you confirm this with your wife?

Speaker speaker_1: Yeah, just leave... Yeah, cancel, I guess, whatever you did or whatever I had told you. Because yeah, I, I, now that I remember, she did tell me it was the VIP Pro. So whatever, I imagine whatever was put in with the VIP Pro is gonna be what was, what she thought was best for our family. So I mean, if you can, just put all that on hold. And then tomorrow, I usually get up for work. I'll try to get up a little bit early, that way I can go ahead and make the phone calls, make, get ahold of you and figure out what we need to do, what needs to be changed and what exactly, what plan we want.

Speaker speaker_0: Okay. Yeah. That's-

Speaker speaker_1: So-

Speaker speaker_0: That sounds like a good idea. I'm just gonna go ahead and cancel what we discussed, and then, um, just make sure to call us back tomorrow with these, with these changes. Whether she's-

Speaker speaker_1: Okay. Yeah. It'll-

Speaker speaker_0: ... on the phone or not, it's just important that you are on the phone.

Speaker speaker_1: Yeah. No, we'll be, we'll be together, so she'll be right beside me. When we spoke to the lady last time, we were side by side also. So I don't know, I don't know if when you guys input it, you guys do it online or something or not, but I don't know how it works.

Speaker speaker_0: No, sir. This is showing you did it online.

Speaker speaker_1: Oh, okay. Yeah.

Speaker speaker_0: See it should be working by you.

Speaker speaker_1: ... 'cause we didn't do... Yeah. Oh, okay. Well, yeah, I'll give you guys a call tomorrow. Roughly, it'll probably be between, like, 2:00 and maybe... Probably like 2:00 and 3:00. I'll try to get up a little bit early so I could give you guys a call between that time.

Speaker speaker_0: Okay. All righty.

Speaker speaker_1: All right. Sounds good. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.