

Transcript: VICTORIA

Taylor-5665793597685760-6348171877990400

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hello, Victoria. How are you doing today? Good. How are you? Doing all right. I just received a message from WSI that I, um, had, uh, life insurance and no beneficiary so I needed to call and add one. Okay. Is it Workforce Strategies that you work for? Yup. Okay. And the last four of your Social? 9105. And your first and last name? Jacob Denny. Gotcha. Do you mind verifying your address and date of birth? 1164 Factoryville Road, Athens, Michigan 49011. And 02/19/1989. Phone number is 269-719-7460? Correct. Okay. And then who did you want to name as the beneficiary? I'll just put my mom on there, Diane Denny. Okay. Uh, how do you spell the first name? Just to make sure I get that right. D-I-A-N-E. All right. And you said this is your mother? Yup. All right. Was that all that you needed help with? I hope so. Okay. I'm hoping it enrolls over since I changed the insurance, because I haven't done anything with it, so. Yeah, so we're the new benefic- uh, I'm sorry, not the new beneficiaries, but the new- Oh, okay. ... administers for your employer. So I see that you're pending for enrollment, uh, for the VIP Classic Medical Plan, the vision, term life, uh, short-term disability and the dental for employee only. So you are pending for it. Now, any type of enrollment can take about one to two weeks to, uh, be processed through your payroll department, so once we- But that should just automatically switch over though, right? Yeah, so you should s- I would say within the next one to two weeks you should see a deduction come out of your check for the coverage and then the coverage will start the following Monday. Okay, because I haven't done anything with open enrollment. I had insurance before I'm pretty sure. I don't use insurance. I don't go to the doctor's. So I don't pay attention to it and changing stuff all the time is ridiculous so, it's just a pain in everybody's life. Gotcha. Yeah, like I said, I, I see you're pending for enrollment so at this point we're just waiting for the, um, payroll department to make that first deduction. Right. That will be after the... I'm assuming it waits for the enrollment period to close out, and then it will go into official. Not necessarily. Like I said, enrollment can take about one to two weeks to be processed through your payroll, which you're already pending for, so. Sounds good. Sweet. Um, I would just, if you can get a copy of your pay stubs, just get a copy of it. That way you can keep track of it. Once you see, um... For everything that you're enrolled into, it comes out to a total of \$32.60. So when you see that first deduction being made out of your check, it, the coverage will literally start the following Monday. All right. We supposed to be getting any, like, new cards for that, or? Yup. Once the coverage is active, that's when the policy info and ID cards are made and then sent to you. Um, typically takes about seven to ten business days to get. That's just something that comes out in the mail? Yes. For it, okay. Mm-hmm. All right. Sounds good. Thank you very much. You're welcome. You have a wonderful night. You as well. God bless. You too.

Conversation Format

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

Speaker speaker_1: Hello, Victoria. How are you doing today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Doing all right. I just received a message from WSI that I, um, had, uh, life insurance and no beneficiary so I needed to call and add one.

Speaker speaker_0: Okay. Is it Workforce Strategies that you work for?

Speaker speaker_1: Yup.

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

Speaker speaker_1: 9105.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jacob Denny.

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

Speaker speaker_1: 1164 Factoryville Road, Athens, Michigan 49011. And 02/19/1989.

Speaker speaker_0: Phone number is 269-719-7460?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then who did you want to name as the beneficiary?

Speaker speaker_1: I'll just put my mom on there, Diane Denny.

Speaker speaker_0: Okay. Uh, how do you spell the first name? Just to make sure I get that right.

Speaker speaker_1: D-I-A-N-E.

Speaker speaker_0: All right. And you said this is your mother?

Speaker speaker_1: Yup.

Speaker speaker_0: All right. Was that all that you needed help with?

Speaker speaker_1: I hope so.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm hoping it enrolls over since I changed the insurance, because I haven't done anything with it, so.

Speaker speaker_0: Yeah, so we're the new benefic- uh, I'm sorry, not the new beneficiaries, but the new-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... administers for your employer. So I see that you're pending for enrollment, uh, for the VIP Classic Medical Plan, the vision, term life, uh, short-term disability and the dental for employee only. So you are pending for it. Now, any type of enrollment can take about one to two weeks to, uh, be processed through your payroll department, so once we-

Speaker speaker_1: But that should just automatically switch over though, right?

Speaker speaker_0: Yeah, so you should s- I would say within the next one to two weeks you should see a deduction come out of your check for the coverage and then the coverage will start the following Monday.

Speaker speaker_1: Okay, because I haven't done anything with open enrollment. I had insurance before I'm pretty sure. I don't use insurance. I don't go to the doctor's. So I don't pay attention to it and changing stuff all the time is ridiculous so, it's just a pain in everybody's life.

Speaker speaker_0: Gotcha. Yeah, like I said, I, I see you're pending for enrollment so at this point we're just waiting for the, um, payroll department to make that first deduction.

Speaker speaker_1: Right. That will be after the... I'm assuming it waits for the enrollment period to close out, and then it will go into official.

Speaker speaker_0: Not necessarily. Like I said, enrollment can take about one to two weeks to be processed through your payroll, which you're already pending for, so.

Speaker speaker_1: Sounds good. Sweet.

Speaker speaker_0: Um, I would just, if you can get a copy of your pay stubs, just get a copy of it. That way you can keep track of it. Once you see, um... For everything that you're enrolled into, it comes out to a total of \$32.60. So when you see that first deduction being made out of your check, it, the coverage will literally start the following Monday.

Speaker speaker_1: All right. We supposed to be getting any, like, new cards for that, or?

Speaker speaker_0: Yup. Once the coverage is active, that's when the policy info and ID cards are made and then sent to you. Um, typically takes about seven to ten business days to get.

Speaker speaker_1: That's just something that comes out in the mail?

Speaker speaker_0: Yes.

Speaker speaker_1: For it, okay.

Speaker speaker_0: Mm-hmm.

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

Speaker speaker_0: You're welcome. You have a wonderful night.

Speaker speaker_1: You as well. God bless.

Speaker speaker_0: You too.