

Transcript: VICTORIA

Taylor-5827971278749696-5325425242062848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello. Hey, is this Aaron? Speaking. Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for DGSS. Oh, okay. Hey, so I am looking at a enrollment form that you signed and dated on the 20th of February. I just have some questions about what you're wanting to enroll into. Okay. Um, so I see that you selected the VIP+ Medical Plan, Group Accident, Behavioral Health, and Free Rx for employee only. But it looks like on the term life bene- benefit, you selected employee plus family. We just don't have any of the dependents you want to cover on that. Oh, I might have, I might have done that by accident then. Okay. So, were you just wanting the term life for employee only then? Yeah. That's fine. Okay. And then, just to make sure, you wanted to name your, uh, girlfriend, A- Alexandria, as the beneficiary for that? Yes. Okay. All righty. Well, that is all the questions I had. I will go ahead and get this enrolled. And give me just a few seconds and I can let you know how much it'll cost. And, and the cost, would that be a monthly or weekly? Um, it looks like it's going to be weekly, and it comes out to a total of 20, uh, \$29.74. Oh, okay. Yep. So, I will go ahead and get this processed for you now. I know it typically takes about one to two weeks for it to, uh, be processed through your payroll department, so you may not see that first deduction until, uh, two weeks from now. Okay. Whenever you do see it being deducted from your check, coverage will start the following Monday. Uh-huh. And then, uh, once the coverage is active, that's when the policy info and ID cards are made. So, it typically takes about seven to 10 business days to get that. Okay. All righty. Well, that's all I had questions on and I think you're good to go from here. Did you have any questions for me? No, I did not. Okay, perfect. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello.

Speaker speaker_1: Hey, is this Aaron?

Speaker speaker_2: Speaking.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for DGSS.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Hey, so I am looking at a enrollment form that you signed and dated on the 20th of February. I just have some questions about what you're wanting to enroll into.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I see that you selected the VIP+ Medical Plan, Group Accident, Behavioral Health, and Free Rx for employee only. But it looks like on the term life benefit, you selected employee plus family. We just don't have any of the dependents you want to cover on that.

Speaker speaker_2: Oh, I might have, I might have done that by accident then.

Speaker speaker_1: Okay. So, were you just wanting the term life for employee only then?

Speaker speaker_2: Yeah. That's fine.

Speaker speaker_1: Okay. And then, just to make sure, you wanted to name your, uh, girlfriend, A- Alexandria, as the beneficiary for that?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All righty. Well, that is all the questions I had. I will go ahead and get this enrolled. And give me just a few seconds and I can let you know how much it'll cost.

Speaker speaker_2: And, and the cost, would that be a monthly or weekly?

Speaker speaker_1: Um, it looks like it's going to be weekly, and it comes out to a total of 20, uh, \$29.74.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yep. So, I will go ahead and get this processed for you now. I know it typically takes about one to two weeks for it to, uh, be processed through your payroll department, so you may not see that first deduction until, uh, two weeks from now.

Speaker speaker_2: Okay.

Speaker speaker_1: Whenever you do see it being deducted from your check, coverage will start the following Monday.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And then, uh, once the coverage is active, that's when the policy info and ID cards are made. So, it typically takes about seven to 10 business days to get that.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Well, that's all I had questions on and I think you're good to go from here. Did you have any questions for me?

Speaker speaker_2: No, I did not.

Speaker speaker_1: Okay, perfect. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.