

Transcript: VICTORIA

Taylor-5922470134071296-6076206777155584

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, ma'am. I received a text message saying I had 17 days left to enroll in the health benefits or make changes during y'all's open enrollment, and it told me to contact this number. Okay. Uh, what's the name of the agency you work for? Um, MAU. And the last four of your Social? Um, hold on, let me get that for you. It's... 5738. And your first and last name? Joey Castelliano. Okay, and you are Joey? I'm his wife. Okay, are you on the policy? I am not, he is. Um, but he was gonna see about putting me on the policy if possible. Okay. If you need to speak to him, he's here. Okay, yeah, I would need to speak to him. Okay, give me one second. Okay. Hello? Hi, is this Joey? Y- yes, ma'am. Hey, uh, do you mind verifying your address and date of birth? Uh, 208 Mall Road, Williamstown, South Carolina. July 26, 1985. Okay. Um, it looks like I have a different address. I have 105 Double Creek Drive. Oh, yeah, 105 Double Creek Drive. Gotcha. And then phone number is 864-760- 764-9586. Okay, and email is first name dot last name 0726 at gmail? Yes, ma'am. Okay. And you're adding... You're wanting to add your spouse on to everything that you're enrolled in to? Yes, please. Okay, so just to make sure, you're wanting to add her on to the medical, group accident, dental, critical illness and the vision? Medical, vision and dental. Medical what, hon? Medical, vision and dental. Yeah, medical, vision and dental. Okay, so just the medical, dental and vision. Yeah. Okay, so I have the medical insure plus basics, dental and vision for employee plus spouse, and then I have the critical illness and the group accident for employee only. That should be you, yeah. Yes, ma'am. Okay. So just to let you know, uh, your new weekly deduction would be a total of \$43.86 a week. Okay. Um, and it will take about one to two weeks for the changes to be processed through your payroll. So once you see the first deduction being made for employee plus spouse on the medical, dental and vision, the coverage will start the following Monday. Um... Okay. And then once the coverage is active for that, uh, the ID cards, you'll get new ID cards for medical, dental and vision, and those will be sent to you within seven to ten business days. Okay, ma'am. Okay. Um, and then I guess I can speak with her to get her information so I can get her listed. All right, ma'am. Can you put both of her names in there? Yes, ma'am. Okay. And what is your name? Uh, my first name is Kayleigh, K-A-Y-L-E-I-G-H. Would it be the same last name? Yes, ma'am. Okay, and then your date of birth. October 8, 1992. Okay. And the... Your full Social. It's 249-91-4452. Okay. All righty. Um, did you, did you guys, or did you or he have any other questions for me? Uh-huh. No, ma'am. Okay. All right. You guys have a wonderful day. You too. Thank you. Thank you. Bye-bye. 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, ma'am. I received a text message saying I had 17 days left to enroll in the health benefits or make changes during y'all's open enrollment, and it told me to contact this number.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, hold on, let me get that for you. It's... 5738.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Joey Castelliano.

Speaker speaker_3: Okay, and you are Joey?

Speaker speaker_2: I'm his wife.

Speaker speaker_3: Okay, are you on the policy?

Speaker speaker_2: I am not, he is. Um, but he was gonna see about putting me on the policy if possible.

Speaker speaker_3: Okay. If you need to speak to him, he's here.

Speaker speaker_2: Okay, yeah, I would need to speak to him.

Speaker speaker_3: Okay, give me one second.

Speaker speaker_2: Okay.

Speaker speaker_4: Hello?

Speaker speaker_3: Hi, is this Joey?

Speaker speaker_4: Y- yes, ma'am.

Speaker speaker_3: Hey, uh, do you mind verifying your address and date of birth?

Speaker speaker_4: Uh, 208 Mall Road, Williamstown, South Carolina. July 26, 1985.

Speaker speaker_3: Okay. Um, it looks like I have a different address. I have 105 Double Creek Drive.

Speaker speaker_4: Oh, yeah, 105 Double Creek Drive.

Speaker speaker_3: Gotcha. And then phone number is 864-760-

Speaker speaker_1: 764-9586.

Speaker speaker_3: Okay, and email is first name dot last name 0726 at gmail?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. And you're adding... You're wanting to add your spouse on to everything that you're enrolled in to?

Speaker speaker_4: Yes, please.

Speaker speaker_3: Okay, so just to make sure, you're wanting to add her on to the medical, group accident, dental, critical illness and the vision?

Speaker speaker_2: Medical, vision and dental.

Speaker speaker_4: Medical what, hon?

Speaker speaker_2: Medical, vision and dental.

Speaker speaker_4: Yeah, medical, vision and dental.

Speaker speaker_3: Okay, so just the medical, dental and vision.

Speaker speaker_4: Yeah.

Speaker speaker_3: Okay, so I have the medical insure plus basics, dental and vision for employee plus spouse, and then I have the critical illness and the group accident for employee only.

Speaker speaker_2: That should be you, yeah.

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. So just to let you know, uh, your new weekly deduction would be a total of \$43.86 a week.

Speaker speaker_4: Okay.

Speaker speaker_3: Um, and it will take about one to two weeks for the changes to be processed through your payroll. So once you see the first deduction being made for employee plus spouse on the medical, dental and vision, the coverage will start the following Monday. Um...

Speaker speaker_4: Okay.

Speaker speaker_3: And then once the coverage is active for that, uh, the ID cards, you'll get new ID cards for medical, dental and vision, and those will be sent to you within seven to ten business days.

Speaker speaker_4: Okay, ma'am.

Speaker speaker_3: Okay. Um, and then I guess I can speak with her to get her information so I can get her listed.

Speaker speaker_4: All right, ma'am.

Speaker speaker_1: Can you put both of her names in there?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Okay. And what is your name?

Speaker speaker_2: Uh, my first name is Kayleigh, K-A-Y-L-E-I-G-H.

Speaker speaker_3: Would it be the same last name?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Okay, and then your date of birth.

Speaker speaker_2: October 8, 1992.

Speaker speaker_3: Okay. And the... Your full Social.

Speaker speaker_2: It's 249-91-4452.

Speaker speaker_3: Okay. All righty. Um, did you, did you guys, or did you or he have any other questions for me?

Speaker speaker_2: Uh-huh. No, ma'am.

Speaker speaker_3: Okay. All right. You guys have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.