

Transcript: VICTORIA

Taylor-5960650787340288-6688849070604288

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? Yes, um, my name is Rita Kitchens, and, um, I work through, um, ATC at the Oconee Center in Milledgeville. And I have the Benefits on a Card, I guess you call it, insurance. Um, what do I need to do to drop that? 'Cause it's, it's, you know, not really that great and I don't really need it. Okay. Um, let me pull up your file. What's the last four of your Social? 0394. Uh, let's see. And do you mind verifying your address and date of birth? Uh, 216 Overland Way, Gray, Georgia, 31032, 061456. Phone number 478-284-3516? Yes, ma'am. And then email is, uh, ritajkitchens@gmail.com? Yes, ma'am. Okay. So it looks like I can cancel the dental, short-term disability and the vision. Mm-hmm. I wouldn't be able to cancel the, um, medical plan because it's under Section 125. Uh- And those plans you can only cancel during the company's open enrollment period unless you experience a qualifying life event. Well, this is the company open enrollment, right? Uh, I don't- I don't understand. Oh, it's December the 9th, never mind. Huh. Well, can you cancel it effective December the 9th? Or do I just need to wait- You would have to- Ma'am? Yeah. So I can go ahead and cancel the dental, short-term disability and vision. And then when the open enrollment starts, you can call us back to cancel the medical. Okay. I, I'm sorry. I didn't pay attention to the date. No worries. So I'll go ahead and- Okay. Do that for me, then I'll call y'all back around the 9th. Okay. All right. And just to let you know, um, cancellations do typically take about one to two weeks to be processed through payroll. Uh-huh. So you may see one to two more deductions with the vision, dental and short-term disability. Okay. If you do, it will provide the coverage you're paying for until that cancellation has been processed through payroll. Okay. All right. Thank you, ma'am. You're welcome. You have a wonderful day. You too. 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: Yes, um, my name is Rita Kitchens, and, um, I work through, um, ATC at the Oconee Center in Milledgeville. And I have the Benefits on a Card, I guess you call it, insurance. Um, what do I need to do to drop that? 'Cause it's, it's, you know, not really that great and I don't really need it.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 0394.

Speaker speaker_1: Uh, let's see. And do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 216 Overland Way, Gray, Georgia, 31032, 061456.

Speaker speaker_1: Phone number 478-284-3516?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is, uh, ritajkitchens@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like I can cancel the dental, short-term disability and the vision.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I wouldn't be able to cancel the, um, medical plan because it's under Section 125.

Speaker speaker_2: Uh-

Speaker speaker_1: And those plans you can only cancel during the company's open enrollment period unless you experience a qualifying life event.

Speaker speaker_2: Well, this is the company open enrollment, right?

Speaker speaker_1: Uh, I don't-

Speaker speaker_2: I don't understand. Oh, it's December the 9th, never mind. Huh. Well, can you cancel it effective December the 9th? Or do I just need to wait-

Speaker speaker_1: You would have to-

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yeah. So I can go ahead and cancel the dental, short-term disability and vision. And then when the open enrollment starts, you can call us back to cancel the medical.

Speaker speaker_2: Okay. I, I'm sorry. I didn't pay attention to the date.

Speaker speaker_1: No worries. So I'll go ahead and-

Speaker speaker_2: Okay. Do that for me, then I'll call y'all back around the 9th.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: And just to let you know, um, cancellations do typically take about one to two weeks to be processed through payroll.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So you may see one to two more deductions with the vision, dental and short-term disability.

Speaker speaker_2: Okay.

Speaker speaker_1: If you do, it will provide the coverage you're paying for until that cancellation has been processed through payroll.

Speaker speaker_2: Okay. All right. Thank you, ma'am.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.