

Transcript: VICTORIA

Taylor-6033271675863040-5145928949481472

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. Um, I just got hired through a company that deal with y'all with the benefits, and I'm trying to stop... I'm trying ta, uh... I selected some benefits on yesterday that I no longer want at this moment and I was trying to figure out a way how to stop it before it start coming out my check. Okay. Uh, what's the name of the agency? Um, it's TRC Staffing. It's a staffing company in Columbia, South- South Carolina called TRC. And the last four of your Social? 3447. Okay. And your first and last name? Asheria Jones. All right. And do you mind verifying your address and date of birth? Uh, February the 19th, 1978. Address is 234 Laurel Street, Orangeburg, South Carolina 29115. Okay. And then phone number 803-218-8030? Yes. And then email is gonna be last name, first name the number7@gmail.com. Yes, ma'am. Okay. So, I do see you pending for an enrollment. Um, now with that being said, I know any type of cancellation can take about one to two weeks to be processed through payroll. So, there very well is a possibility of you seeing one to two payroll deductions. Not saying it is going to happen, but it is a possibility. Okay. If you do you see one to two payroll deductions being made, it will provide the coverage you're paying for until it's been canceled out with your employer. Okay. Um, so I'll go ahead and put in the... Are you wanting to cancel the entire enrollment? No, ma'am. Only thing I... Only thing I need is vision and dental that I think I applied for... I checked something else that cost like \$37 maybe. So, I see that you're pending for dental, term life, vision, and the MEC Enhanced Medical Plan. Yes, that's the 137. Hmm. I don't see... So, okay. Just cancel everything except the dental and the vision. Okay. All right. So, the dental and the vision should be a total of \$5.66. Yes, ma'am. So, just to kind of reiterate, since we're not canceling the coverage, it's kind of the same process with just changing the enrollment. You very well may see what you originally signed up for come outta your check. Okay. Uh, it just depends on how fast payroll gets the information and, um... Before that deduction is made. So, if you do see a deduction being made for the medical or the term life, it will provide the coverage you're paying for until the change has been processed through payroll. Okay. Hopefully we were able to switch it over before anything was officially sent over to them, but I just wanted to let you know 'cause it- Yes. ... it just depends on the timing. Yes, ma'am. Um, but was there anything else maybe that you might need help with? No, ma'am. That's it. Okay. All righty. Well, I went ahead and switched it to dental and vision for employee only and you should be good to go from here. Okay. Thank you so much. You're welcome. Have a wonderful day. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Yes, Victoria. Um, I just got hired through a company that deal with y'all with the benefits, and I'm trying to stop... I'm trying ta, uh... I selected some benefits on yesterday that I no longer want at this moment and I was trying to figure out a way how to stop it before it start coming out my check.

Speaker speaker_0: Okay. Uh, what's the name of the agency?

Speaker speaker_1: Um, it's TRC Staffing. It's a staffing company in Columbia, South- South Carolina called TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3447.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Asheria Jones.

Speaker speaker_0: All right. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, February the 19th, 1978. Address is 234 Laurel Street, Orangeburg, South Carolina 29115.

Speaker speaker_0: Okay. And then phone number 803-218-8030?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be last name, first name the number7@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, I do see you pending for an enrollment. Um, now with that being said, I know any type of cancellation can take about one to two weeks to be processed through payroll. So, there very well is a possibility of you seeing one to two payroll deductions. Not saying it is going to happen, but it is a possibility.

Speaker speaker_1: Okay.

Speaker speaker_0: If you do you see one to two payroll deductions being made, it will provide the coverage you're paying for until it's been canceled out with your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so I'll go ahead and put in the... Are you wanting to cancel the entire enrollment?

Speaker speaker_1: No, ma'am. Only thing I... Only thing I need is vision and dental that I think I applied for... I checked something else that cost like \$37 maybe.

Speaker speaker_0: So, I see that you're pending for dental, term life, vision, and the MEC Enhanced Medical Plan.

Speaker speaker_1: Yes, that's the 137.

Speaker speaker_0: Hmm. I don't see... So, okay.

Speaker speaker_1: Just cancel everything except the dental and the vision.

Speaker speaker_0: Okay. All right. So, the dental and the vision should be a total of \$5.66.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So, just to kind of reiterate, since we're not canceling the coverage, it's kind of the same process with just changing the enrollment. You very well may see what you originally signed up for come outta your check.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, it just depends on how fast payroll gets the information and, um... Before that deduction is made. So, if you do see a deduction being made for the medical or the term life, it will provide the coverage you're paying for until the change has been processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Hopefully we were able to switch it over before anything was officially sent over to them, but I just wanted to let you know 'cause it-

Speaker speaker_1: Yes.

Speaker speaker_0: ... it just depends on the timing.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, but was there anything else maybe that you might need help with?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: Okay. All righty. Well, I went ahead and switched it to dental and vision for employee only and you should be good to go from here.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: Have a great day. You too.