

Transcript: VICTORIA

Taylor-6044454996066304-4609059007676416

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, it's me again. Um, I'm having issues getting to the next page for my benef- uh, dependents to beneficiaries. Okay. Um, I'm not sure who you previously spoke with. What's the name of the agency you work for? Uh, Superior Skilled Trades. And the last four of your Social? 1067. And your first and last name? Robert Townsend. Okay. Do you mind verifying your address and date of birth? 3309 Wilson Avenue, Wilmington, Delaware, 19808. And birthday's 2/18/1983. Phone number 302-274-8327, or 8325? Correct. Email is roberttownsend492@gmail.com. Yes. Okay. Give me one second. Yeah. I just got off the phone with... I, I thought it was you. I guess it's somebody else, and she helped me with the dependents part, adding Kayla Shepherd as a domestic partner, and went ahead and did the beneficiaries with her on the phone. And I'm trying to hit the Next button. I'm still on the dependents. It added, she added her to my ben- dependents, but when I hit Next, it says, "Alert. You have selected plans that require dependents to match, spouse and or child. Please review the level of your selected plan." Okay. So on my end, I see that we have all of your dependents listed. Okay. In the beneficiaries? Yes. Okay. Okay. So that's, that's done then? Okay. Give me just one second. Okay. So what exactly is it saying again, on online? Um, it still has me in the dependents, and I'm trying to hit Next to go to beneficiary, and then she said she already did that. So I was gonna submit everything. Uh, it says, "You have selected plans that require dependents to match," and it's got it in parentheses, "spouse and or child. Please review the level of your selected plan." Not sure what that means. I'm not sure, I'm not sure why it's saying that, because we have... I see that for the majority of the plans, you're requesting coverage for employee plus family with the exception of the VIP Pro and the short-term disability. You're just wanting that for employee only, correct? Yes. And the rest are just family. Okay. And yeah, I have all your dependents and your beneficiaries listed, so nothing is missing on my end. Okay. Are, are you trying to fill out onboarding paperwork? Yes. Okay. Uh- What I would do, because I'm not familiar with what you're looking at or how to advise you to get past this, the page that you're on. I would reach out to Superior Skill Trades directly and see if they can direct you. 'Cause I, I'm not even familiar with what website you're on. Okay. Yeah. It's on, it's on their, uh, the dependent, the BIC user portal. Okay. Well, that's actually our website. I mean, so I would think that there's nothing else for you to do, because it looks like we went ahead and manually added all of that for you. Okay. All right. Yeah. Okay. I just wanted to make sure... Look through... ... make sure we were good here. Yeah. As far as your- So- ... medical insurance is concerned, everything's fine. Like I said, I have your dependents, I have your beneficiaries listed. So unless you have other onboarding paperwork that you need to finish for Superior Skilled Trades, I would say with the BIC website, just disregard it. Okay. Because everything updated manually. Okay. So if they say something, I'll tell them I'll talk to

y'all personally. Yep. Okay. So yeah, 'cause it's still showing it's not completed on this. Yeah. To be honest with you, I, I have no idea why it's doing that. Okay. Like I said- All right. I guess- ... since you spoke to the last representative and added all of that information over the phone, I would assume that there's nothing else that you need to be done, since you did that on the phone with us already. All right. That's what I wanted to know. Alrighty. All right. I appreciate it. Yes, sir. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, it's me again. Um, I'm having issues getting to the next page for my benef- uh, dependents to beneficiaries.

Speaker speaker_0: Okay. Um, I'm not sure who you previously spoke with. What's the name of the agency you work for?

Speaker speaker_1: Uh, Superior Skilled Trades.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1067.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Robert Townsend.

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

Speaker speaker_1: 3309 Wilson Avenue, Wilmington, Delaware, 19808. And birthday's 2/18/1983.

Speaker speaker_0: Phone number 302-274-8327, or 8325?

Speaker speaker_1: Correct.

Speaker speaker_0: Email is roberttownsend492@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Yeah. I just got off the phone with... I, I thought it was you. I guess it's somebody else, and she helped me with the dependents part, adding Kayla Shepherd as a domestic partner, and went ahead and did the beneficiaries with her on the phone. And I'm trying to hit the Next button. I'm still on the dependents. It added, she added her to my dependents, but when I hit Next, it says, "Alert. You have selected plans that require dependents to match, spouse and or child. Please review the level of your selected plan."

Speaker speaker_0: Okay. So on my end, I see that we have all of your dependents listed.

Speaker speaker_1: Okay. In the beneficiaries?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: So that's, that's done then?

Speaker speaker_0: Okay. Give me just one second. Okay. So what exactly is it saying again, on online?

Speaker speaker_1: Um, it still has me in the dependents, and I'm trying to hit Next to go to beneficiary, and then she said she already did that. So I was gonna submit everything. Uh, it says, "You have selected plans that require dependents to match," and it's got it in parentheses, "spouse and or child. Please review the level of your selected plan." Not sure what that means.

Speaker speaker_0: I'm not sure, I'm not sure why it's saying that, because we have... I see that for the majority of the plans, you're requesting coverage for employee plus family with the exception of the VIP Pro and the short-term disability. You're just wanting that for employee only, correct?

Speaker speaker_1: Yes. And the rest are just family.

Speaker speaker_0: Okay. And yeah, I have all your dependents and your beneficiaries listed, so nothing is missing on my end.

Speaker speaker_1: Okay.

Speaker speaker_0: Are, are you trying to fill out onboarding paperwork?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh-

Speaker speaker_0: What I would do, because I'm not familiar with what you're looking at or how to advise you to get past this, the page that you're on. I would reach out to Superior Skill Trades directly and see if they can direct you. 'Cause I, I'm not even familiar with what website you're on.

Speaker speaker_1: Okay. Yeah. It's on, it's on their, uh, the dependent, the BIC user portal.

Speaker speaker_0: Okay. Well, that's actually our website. I mean, so I would think that there's nothing else for you to do, because it looks like we went ahead and manually added all of that for you.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Yeah. Okay.

Speaker speaker_1: I just wanted to make sure...

Speaker speaker_0: Look through...

Speaker speaker_1: ... make sure we were good here.

Speaker speaker_0: Yeah. As far as your-

Speaker speaker_1: So-

Speaker speaker_0: ... medical insurance is concerned, everything's fine. Like I said, I have your dependents, I have your beneficiaries listed. So unless you have other onboarding paperwork that you need to finish for Superior Skilled Trades, I would say with the BIC website, just disregard it.

Speaker speaker_1: Okay.

Speaker speaker_0: Because everything updated manually.

Speaker speaker_1: Okay. So if they say something, I'll tell them I'll talk to y'all personally.

Speaker speaker_0: Yep.

Speaker speaker_1: Okay. So yeah, 'cause it's still showing it's not completed on this.

Speaker speaker_0: Yeah. To be honest with you, I, I have no idea why it's doing that.

Speaker speaker_1: Okay.

Speaker speaker_0: Like I said-

Speaker speaker_1: All right. I guess-

Speaker speaker_0: ... since you spoke to the last representative and added all of that information over the phone, I would assume that there's nothing else that you need to be done, since you did that on the phone with us already.

Speaker speaker_1: All right. That's what I wanted to know.

Speaker speaker_0: Alrighty.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.