

Transcript: VICTORIA

Taylor-6125215110610944-5811975965065216

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? Good morning, Victoria. You say, Victoria? Yes, ma'am. I was calling about, uh, my insurance. I wanted to take the medical part off my own, on my insurance. Okay. Uh, what's the name of the agency you work for? On, OnTrack Staffing. And the last four of your Social? 5132. And your first and last name? Shantae Car- excuse me. Shantae Carrier. Okay. Um, and your address and date of birth? 7811 Culver Drive, Dallas, Texas 75217. Birthday's 03-16-1969. And phone number is 214-391-5329? That's the house number. Okay. All right. That's the house number. I don't know if y'all have my cell phone number. Yeah, it looks like we also have 214-900-6354. Yes. Yes. Okay. And then email is just gonna be first and last name twenty-one @gmail.com? Yes. Okay. So, you're just wanting to remove the medical? Yes. Okay. Okay. And then just to verify, you're wanting to keep the Free Rx, dental, short-term disability, term life, vision, critical illness, group accident, behavioral health and the ID experts? Yes. Okay. So, it would bring your weekly deduction down to \$25.81. Okay, that's fine. Um, now any time you make a change or cancellation to the enrollment, it does typically take about one to two weeks for that to be processed through payroll. Okay. So, you may see, um, one to two more payroll deductions being made for the medical until the change has been processed through payroll. Okay. If you do see one to two more deductions, of course, it will provide the medical until it's been processed. Okay. Okay. Uh, was there anything else you might need help with? No, ma'am. I thank you very much. You're welcome. You have a wonderful day. You too. All right. Thank you. 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: Good morning, Victoria. You say, Victoria?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I was calling about, uh, my insurance. I wanted to take the medical part off my own, on my insurance.

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

Speaker speaker_2: On, OnTrack Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5132.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shantae Car- excuse me. Shantae Carrier.

Speaker speaker_1: Okay. Um, and your address and date of birth?

Speaker speaker_2: 7811 Culver Drive, Dallas, Texas 75217. Birthday's 03-16-1969.

Speaker speaker_1: And phone number is 214-391-5329?

Speaker speaker_2: That's the house number.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: That's the house number. I don't know if y'all have my cell phone number.

Speaker speaker_1: Yeah, it looks like we also have 214-900-6354.

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. And then email is just gonna be first and last name twenty-one @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, you're just wanting to remove the medical?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. And then just to verify, you're wanting to keep the Free Rx, dental, short-term disability, term life, vision, critical illness, group accident, behavioral health and the ID experts?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, it would bring your weekly deduction down to \$25.81.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Um, now any time you make a change or cancellation to the enrollment, it does typically take about one to two weeks for that to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, you may see, um, one to two more payroll deductions being made for the medical until the change has been processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: If you do see one to two more deductions, of course, it will provide the medical until it's been processed.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Uh, was there anything else you might need help with?

Speaker speaker_2: No, ma'am. I thank you very much.

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

Speaker speaker_2: You too. All right.

Speaker speaker_1: Thank you. Bye-bye.