

Transcript: VICTORIA

Taylor-6127133479452672-5850131090423808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Victoria. How can I help you? Hi, Victoria. This is Gina Luke, and I needed to cancel, um, everything that I've got going there. I just got laid off today. Okay. Um, what's the name of the agency you work for? Um, Priority Personnel? Okay. And the last four of your social? 0621. All righty, and then, uh, your first and last name. Gina Luke. Okay, gotcha here. Do you mind verifying your address and date of birth? Uh, 269 Buck Run Pass, Canyon Lake, 78133, and my date of birth is June 17th, 1966. Okay. Phone number is 530-216-7675? Correct. Okay. And then email is gluke4263@gmail.com? It's not really. In fact, I haven't looked at that one in a long time. That was only when I was applying for jobs. Can I give you a different email? Yeah, sure. It's, it's gluke0401@icloud.com. Okay. All righty. And you're wanting to cancel everything, correct? Eh, I've got one more check coming, so I'm hoping that the payments won't come out of it. Okay. Um, so I know typically with cancellations, unfortunately, it does take about one to two weeks to be processed through payroll. Okay. So there is a possibility you'll see a deduction being made out of that check. Okay. Of course, if you do, it will provide the coverage you're paying for. Um, it really just depends on how fast payroll process the cancellation on their end. Gotcha. So, hmm. I haven't used any of those. I really kind of would like to use the Vision. Do you know much about the coverages? Um, I know general information. Unfortunately, I don't know like specifics 'cause we're just your administrators. But, um, I know Vision is through MetLife. Um, let's see, and it looks like for the... Okay, there's a copay for your annual eye exam which is \$10. Uh, there's a copay for lenses and frames which is \$25, and then it looks like the insurance will pay \$130 towards frames. Okay. And then they pay for the lenses? I don't see anything specifically towards lenses. Wow. Okay. Just frames. Well, that's weird. Okay. So d- Hmm. All right. Thank you so much. Yeah, um, you can always reach out to MetLife, too, just in case I... Maybe it's just something I don't have information on, 'cause like I said, we're just your administrators. Um, but if you wanna verify, I can give you their phone number. Um, well, let me see if it's on my card. I've got a, the card right here. Okay. Um, looking to see if there's a phone number on here. The 1-800-615-1863, or 1883. Yes. Yes, that's it. Yep. Ah, okay. Well, all right, then I've got it. Yeah. And it looks like your coverage is currently active for this week, and it also is gonna be active next week. Yes. From what I can see. Okay. Mm-hmm. All right. Well, thanks so much. You're welcome. You have a wonderful day. Thanks. You too. Bye-bye. 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 and a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. This is Gina Luke, and I needed to cancel, um, everything that I've got going there. I just got laid off today.

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

Speaker speaker_2: Um, Priority Personnel?

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 0621.

Speaker speaker_1: All righty, and then, uh, your first and last name.

Speaker speaker_2: Gina Luke.

Speaker speaker_1: Okay, gotcha here. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 269 Buck Run Pass, Canyon Lake, 78133, and my date of birth is June 17th, 1966.

Speaker speaker_1: Okay. Phone number is 530-216-7675?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then email is gluke4263@gmail.com?

Speaker speaker_2: It's not really. In fact, I haven't looked at that one in a long time. That was only when I was applying for jobs. Can I give you a different email?

Speaker speaker_1: Yeah, sure.

Speaker speaker_2: It's, it's gluke0401@icloud.com.

Speaker speaker_1: Okay. All righty. And you're wanting to cancel everything, correct?

Speaker speaker_2: Eh, I've got one more check coming, so I'm hoping that the payments won't come out of it.

Speaker speaker_1: Okay. Um, so I know typically with cancellations, unfortunately, it does take about one to two weeks to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So there is a possibility you'll see a deduction being made out of that check.

Speaker speaker_2: Okay.

Speaker speaker_1: Of course, if you do, it will provide the coverage you're paying for. Um, it really just depends on how fast payroll process the cancellation on their end.

Speaker speaker_2: Gotcha. So, hmm. I haven't used any of those. I really kind of would like to use the Vision. Do you know much about the coverages?

Speaker speaker_1: Um, I know general information. Unfortunately, I don't know like specifics 'cause we're just your administrators. But, um, I know Vision is through MetLife. Um, let's see, and it looks like for the... Okay, there's a copay for your annual eye exam which is \$10. Uh, there's a copay for lenses and frames which is \$25, and then it looks like the insurance will pay \$130 towards frames.

Speaker speaker_2: Okay. And then they pay for the lenses?

Speaker speaker_1: I don't see anything specifically towards lenses.

Speaker speaker_2: Wow. Okay.

Speaker speaker_1: Just frames.

Speaker speaker_2: Well, that's weird. Okay. So d- Hmm. All right. Thank you so much.

Speaker speaker_1: Yeah, um, you can always reach out to MetLife, too, just in case I... Maybe it's just something I don't have information on, 'cause like I said, we're just your administrators. Um, but if you wanna verify, I can give you their phone number.

Speaker speaker_2: Um, well, let me see if it's on my card. I've got a, the card right here.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, looking to see if there's a phone number on here. The 1-800-615-1863, or 1883.

Speaker speaker_1: Yes. Yes, that's it. Yep.

Speaker speaker_2: Ah, okay. Well, all right, then I've got it.

Speaker speaker_1: Yeah. And it looks like your coverage is currently active for this week, and it also is gonna be active next week.

Speaker speaker_2: Yes.

Speaker speaker_1: From what I can see.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Well, thanks so much.

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

Speaker speaker_2: Thanks. You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.