

Transcript: VICTORIA

Taylor-6182338941370368-4929303372054528

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, Victoria, I just saw a text about my benefits are not... Or I have missed, you know, paying benefits for, for a week or two. And I wanted to know where the text was, is coming from. Okay. So yeah, we administer medical insurance, if you happen to work through, like, a staffing or temp agency. Uh, where? Do you work through a staffing or temp agency? I'm staffing. Okay, what's the name of the agency you work through? Uh, I work for Uber. Okay, sir, this is Benefits on a Card. We're not a staffing agency. We're benefits administrators for staffing agencies, and we work for a couple different agencies. What's the name of the staffing agency you work through? No, I used... I was working for, uh, what should I call it? Uh, Crown Staffing. Okay. Yes, sir, we, we do administer medical insurance for them. Hmm. Okay, but right now I'm not working for Crown anymore with Uber. Okay. That might be why you received a text message about the missed payroll deduction. It's just letting you know that you do have an option to continue coverage by making a direct payment with us if you want to. Um, but like I said, it's, it's not necessary. It's only if you want to continue the coverage. But I mean, uh, what coverage is it, is this for? Is it for medical and dental? I, I have no idea what you're enrolled into. I'll have to pull your file and see. What's the last four of your Social? It's 2583. And your first and last name? Is Amadu and last name is Jallow. Okay. Uh, do you mind verifying your address and date of birth? It's 11153 10291. And your date of birth? 10/21/87. Okay. And phone number 502-224-2006? Yes, ma'am. And then email is N-Y-A-R-A-N-C-O-L-O-5-3-5@gmail.com? Mm-hmm. Yes. Okay. So it looks like you're just enrolled into the medical. Hmm. They just enrolled me into medical? Yes, sir, you're only enrolled into medical. Hmm. Actually, I don't know if I would be able to... And how much is the deduction? Uh, so it is \$15.62 a week. And what does it cover? So the medical plan that you were enrolled into is the MEC TeleRx and that covers just your preventative healthcare. So things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Hmm. And it's \$15? Yes, sir, \$15.62 a week. All right. I guess I will just turn it down, because, uh, I might be taking it at work at my new job. Since this was just new, I thought I was, you know, contributed for the past one year, because I was with them for almost a year now, so. Okay, so you're not wanting to make a payment for the coverage? No. Okay, that's fine. Did you need help with anything else? No, no, no. It's okay. Fine, thank you. Thank you. Have a good day. You too. 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, Victoria, I just saw a text about my benefits are not... Or I have missed, you know, paying benefits for, for a week or two. And I wanted to know where the text was, is coming from.

Speaker speaker_1: Okay. So yeah, we administer medical insurance, if you happen to work through, like, a staffing or temp agency.

Speaker speaker_2: Uh, where?

Speaker speaker_1: Do you work through a staffing or temp agency?

Speaker speaker_2: I'm staffing.

Speaker speaker_1: Okay, what's the name of the agency you work through?

Speaker speaker_2: Uh, I work for Uber.

Speaker speaker_1: Okay, sir, this is Benefits on a Card. We're not a staffing agency. We're benefits administrators for staffing agencies, and we work for a couple different agencies. What's the name of the staffing agency you work through?

Speaker speaker_2: No, I used... I was working for, uh, what should I call it? Uh, Crown Staffing.

Speaker speaker_1: Okay. Yes, sir, we, we do administer medical insurance for them.

Speaker speaker_2: Hmm. Okay, but right now I'm not working for Crown anymore with Uber.

Speaker speaker_1: Okay. That might be why you received a text message about the missed payroll deduction. It's just letting you know that you do have an option to continue coverage by making a direct payment with us if you want to. Um, but like I said, it's, it's not necessary. It's only if you want to continue the coverage.

Speaker speaker_2: But I mean, uh, what coverage is it, is this for? Is it for medical and dental?

Speaker speaker_1: I, I have no idea what you're enrolled into. I'll have to pull your file and see. What's the last four of your Social?

Speaker speaker_2: It's 2583.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Is Amadu and last name is Jallow.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: It's 11153 10291.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/21/87.

Speaker speaker_1: Okay. And phone number 502-224-2006?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is N-Y-A-R-A-N-C-O-L-O-5-3-5@gmail.com?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: Okay. So it looks like you're just enrolled into the medical.

Speaker speaker_2: Hmm. They just enrolled me into medical?

Speaker speaker_1: Yes, sir, you're only enrolled into medical.

Speaker speaker_2: Hmm. Actually, I don't know if I would be able to... And how much is the deduction?

Speaker speaker_1: Uh, so it is \$15.62 a week.

Speaker speaker_2: And what does it cover?

Speaker speaker_1: So the medical plan that you were enrolled into is the MEC TeleRx and that covers just your preventative healthcare. So things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network.

Speaker speaker_2: Hmm. And it's \$15?

Speaker speaker_1: Yes, sir, \$15.62 a week.

Speaker speaker_2: All right. I guess I will just turn it down, because, uh, I might be taking it at work at my new job. Since this was just new, I thought I was, you know, contributed for the past one year, because I was with them for almost a year now, so.

Speaker speaker_1: Okay, so you're not wanting to make a payment for the coverage?

Speaker speaker_2: No.

Speaker speaker_1: Okay, that's fine. Did you need help with anything else?

Speaker speaker_2: No, no, no. It's okay. Fine, thank you.

Speaker speaker_1: Thank you. Have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.