

Transcript: VICTORIA

Taylor-6214147347496960-4779667697090560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I am, uh, I'm an employee under Surge Staffing as a temporary worker, and, um, I'm looking to, um, talk about benefits and make some changes or, um, just let you know what my plans are with them. Okay. Uh, what's the last four of your Social? 4430. And, uh, your first and last name? Aaron Gallegos. All right. Do you mind verifying your address and date of birth? Address is 8620 Beechcraft Drive, Reno, Nevada 89506. Date of birth is 4-26-86. And then phone number is gonna be the same one you're calling from? That's right. Okay. And then email is gonna be first initial, last name, 44 at gmail.com? Yes. Okay. Um, so it looks like you're actually- Well- ... pending, um, for the auto enrollment, which is the- Right. ... MEC tel RX for employee only. Um, now it looks like as far as, like, your p-... your eligibility to make changes to the enrollment, your personal open enrollment period actually ended over the weekend, so we wouldn't be able to add on to the enrollment, um, or enroll you into an... any other plan. Oh, okay. That's actually fine. Um, I was actually hoping to, to cancel, to, to, hmm. What's the word I'm looking for? To not enroll. Is that possible? Okay. Well- Can I, can I, can I deny the benefits? So, it looks like you're pending for enrollment. I can put in a request to have it canceled, but since you're already pending, there very well may be a possibility of you being charged, um, on one to two paychecks for that plan, um- Okay. ... just because cancellations typically take about one to two weeks to be processed through your payroll. Now, if you do see one to two payroll deductions, it is going to provide coverage for that plan until your payroll has processed the cancellation on their end. I understand. I was a little behind, uh, getting this updated, so that's, that's okay. Okay. But if you would, um, if you would just put a note in there, and then I guess should I try back? How long does it say how long for pending? Uh, no. Like I said, any type of change or e-... like, anytime you enroll, any change to the enrollment or any cancellation, it all takes about one to two weeks. It really just depends on your payroll department and how fast they process that on their end. Um- Okay. I understand. So, do you want me to go ahead and put in a request to have it canceled for you? Yes, if you would, please. And then I'll just try back later to confirm that it went through and... or try again. Okay. I mean- I might want to- ... there's no need to call- ... to keep it going. Yeah, I mean, there's no need to call back. It, um, it's gonna show that we put in the request to have it canceled. Oh, okay. But we don't have access to your payroll files, so we don't know when payroll processes the cancellation on their end. So, if you want- Oh, I gotcha. ... um, like I said, I'm gonna go ahead and cancel it on our end. And then if you want, you can reach out to your payroll department to see if they have an estimate time on when that cancellation should be processed on their end. Okay. Yeah. If you would, please, just note the file and, and, uh, we'll go from there. Thank you. You're welcome. You have a wonderful day. You too. Take care. Bye-bye. 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: Yes, ma'am. I am, uh, I'm an employee under Surge Staffing as a temporary worker, and, um, I'm looking to, um, talk about benefits and make some changes or, um, just let you know what my plans are with them.

Speaker speaker_0: Okay. Uh, what's the last four of your Social?

Speaker speaker_1: 4430.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Aaron Gallegos.

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

Speaker speaker_1: Address is 8620 Beechcraft Drive, Reno, Nevada 89506. Date of birth is 4-26-86.

Speaker speaker_0: And then phone number is gonna be the same one you're calling from?

Speaker speaker_1: That's right.

Speaker speaker_0: Okay. And then email is gonna be first initial, last name, 44 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so it looks like you're actually-

Speaker speaker_1: Well-

Speaker speaker_0: ... pending, um, for the auto enrollment, which is the-

Speaker speaker_1: Right.

Speaker speaker_0: ... MEC tel RX for employee only. Um, now it looks like as far as, like, your p-... your eligibility to make changes to the enrollment, your personal open enrollment period actually ended over the weekend, so we wouldn't be able to add on to the enrollment, um, or enroll you into an... any other plan.

Speaker speaker_1: Oh, okay. That's actually fine. Um, I was actually hoping to, to cancel, to, to, hmm. What's the word I'm looking for? To not enroll. Is that possible?

Speaker speaker_0: Okay. Well-

Speaker speaker_1: Can I, can I, can I deny the benefits?

Speaker speaker_0: So, it looks like you're pending for enrollment. I can put in a request to have it canceled, but since you're already pending, there very well may be a possibility of you being charged, um, on one to two paychecks for that plan, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just because cancellations typically take about one to two weeks to be processed through your payroll. Now, if you do see one to two payroll deductions, it is going to provide coverage for that plan until your payroll has processed the cancellation on their end.

Speaker speaker_1: I understand. I was a little behind, uh, getting this updated, so that's, that's okay.

Speaker speaker_0: Okay.

Speaker speaker_1: But if you would, um, if you would just put a note in there, and then I guess should I try back? How long does it say how long for pending?

Speaker speaker_0: Uh, no. Like I said, any type of change or e-... like, anytime you enroll, any change to the enrollment or any cancellation, it all takes about one to two weeks. It really just depends on your payroll department and how fast they process that on their end. Um-

Speaker speaker_1: Okay. I understand.

Speaker speaker_0: So, do you want me to go ahead and put in a request to have it canceled for you?

Speaker speaker_1: Yes, if you would, please. And then I'll just try back later to confirm that it went through and... or try again.

Speaker speaker_0: Okay. I mean-

Speaker speaker_1: I might want to-

Speaker speaker_0: ... there's no need to call-

Speaker speaker_1: ...

Speaker speaker_2: ... to keep it going.

Speaker speaker_0: Yeah, I mean, there's no need to call back. It, um, it's gonna show that we put in the request to have it canceled.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But we don't have access to your payroll files, so we don't know when payroll processes the cancellation on their end. So, if you want-

Speaker speaker_1: Oh, I gotcha.

Speaker speaker_0: ... um, like I said, I'm gonna go ahead and cancel it on our end. And then if you want, you can reach out to your payroll department to see if they have an estimate time on when that cancellation should be processed on their end.

Speaker speaker_1: Okay. Yeah. If you would, please, just note the file and, and, uh, we'll go from there. Thank you.

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

Speaker speaker_1: You too. Take care. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.