

Transcript: VICTORIA

Taylor-6330811498020864-6686028110413824

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yeah, I'm, uh, I'm calling 'cause I wanted to see if I could still remove... if I could still remove... Sorry, couldn't hear you. If I could still remove some, uh, some of the coverages that I added on there. Okay. If- 'Cause I bet like, we're s- we're n- we're still under open enrollment, but I wanna take off, like, a couple of the things that I had selected. Okay. What's the name of the agency you work for? I am with SST, Superior Skilled Trades. All right. And the last four of your Social? 0680. All right. Did you say 0680? Yeah, 0680. And your first and last name? Eric Mendoza. Yep. All righty. Uh, let's see. Do you mind verifying your address and date of birth? 6110 Maverick Road, Brownwood, Texas 78521. 8/14/1988. And then phone number of 956-479-3667? 67- Yeah. And then email is your first and last name, 0814 at gmail. Yeah. Okay. So what are you wanting to take off? I want... I would wanna drop the Virtual Primary Care and also the Critical Illness. Okay. Is that all you're wanting to drop off? Um, yeah. Well, actually, um, dental as well. No, dento- dental, I can keep dental, it's fine. And then th- that's it. Just those two. Okay. Give me just a few seconds. Okay. So I have you down for the VIP Classic, the Dental Term Life Vision in the MEC? Yeah, that's it. Okay. And this is all for employee only, so it looks like it comes out to a total of \$48.54 a week. Yeah, that's fine. Okay. Let's see. Like, if I already got charged on this week's, uh, pay stub, that means the insurance already begin? Like, I'm already covered through the new insurance? I don't see that we've received a deduction from you yet. Yeah, c- 'cause on my pay stub, it's already on there. That's h- that's the reason I rememb- I realized that I was paying for all the- the other stuff, all the, the extra stuff. Yeah, so whenever you see that first deduction, the coverage starts the following Monday. Oh, okay. Yeah, so the changes that we are making today, it is going to take about one to two weeks for that to be processed through your payroll department. Okay. All righty. Um, and then who did you want to name as the beneficiary for your term life policy? It's, uh, it's my mom, Alma Mendoza. Do you mind spelling that for me? It's, uh, A-L-M-A... And then, or do you need her middle name, too? Um, not really. If you wanna provide it, that's f- I can put it down. All right. So it's Alma, A-L-M-A, uh, Rosa, R-O-S-A, Mendoza. All right. And this is your mom? Yeah. Okay. All righty. I went ahead and submitted the changes and added your beneficiary. So like I said, if you'll just allow one to two weeks for the changes to be processed through your payroll, you should be good to go from here. Okay, thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, I'm, uh, I'm calling 'cause I wanted to see if I could still remove... if I could still remove... Sorry, couldn't hear you. If I could still remove some, uh, some of the coverages that I added on there.

Speaker speaker_0: Okay. If-

Speaker speaker_1: 'Cause I bet like, we're s- we're n- we're still under open enrollment, but I wanna take off, like, a couple of the things that I had selected.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: I am with SST, Superior Skilled Trades.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 0680.

Speaker speaker_0: All right. Did you say 0680?

Speaker speaker_1: Yeah, 0680.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Eric Mendoza.

Speaker speaker_0: Yep. All right. Uh, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: 6110 Maverick Road, Brownwood, Texas 78521. 8/14/1988.

Speaker speaker_0: And then phone number of 956-479-3667?

Speaker speaker_1: 67- Yeah.

Speaker speaker_0: And then email is your first and last name, 0814 at gmail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So what are you wanting to take off?

Speaker speaker_1: I want... I would wanna drop the Virtual Primary Care and also the Critical Illness.

Speaker speaker_0: Okay. Is that all you're wanting to drop off?

Speaker speaker_1: Um, yeah. Well, actually, um, dental as well. No, dento- dental, I can keep dental, it's fine. And then th- that's it. Just those two.

Speaker speaker_0: Okay. Give me just a few seconds. Okay. So I have you down for the VIP Classic, the Dental Term Life Vision in the MEC?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: Okay. And this is all for employee only, so it looks like it comes out to a total of \$48.54 a week.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Let's see.

Speaker speaker_1: Like, if I already got charged on this week's, uh, pay stub, that means the insurance already begin? Like, I'm already covered through the new insurance?

Speaker speaker_0: I don't see that we've received a deduction from you yet.

Speaker speaker_1: Yeah, c- 'cause on my pay stub, it's already on there. That's h- that's the reason I rememb- I realized that I was paying for all the- the other stuff, all the, the extra stuff.

Speaker speaker_0: Yeah, so whenever you see that first deduction, the coverage starts the following Monday.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, so the changes that we are making today, it is going to take about one to two weeks for that to be processed through your payroll department.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Um, and then who did you want to name as the beneficiary for your term life policy?

Speaker speaker_1: It's, uh, it's my mom, Alma Mendoza.

Speaker speaker_0: Do you mind spelling that for me?

Speaker speaker_1: It's, uh, A-L-M-A... And then, or do you need her middle name, too?

Speaker speaker_0: Um, not really. If you wanna provide it, that's f- I can put it down.

Speaker speaker_1: All right. So it's Alma, A-L-M-A, uh, Rosa, R-O-S-A, Mendoza.

Speaker speaker_0: All right. And this is your mom'

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All righty. I went ahead and submitted the changes and added your beneficiary. So like I said, if you'll just allow one to two weeks for the changes to be processed through your payroll, you should be good to go from here.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.