

Transcript: VICTORIA

Taylor-6398875157708800-5048001911111680

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm not sure if it was you I just spoke with a little bit ago. I was trying to sign up for benefits and I accidentally hung up. Okay. Uh, what's the name of the agency you work for? It's Partners Personnel. All right, and the last four of your Social? That's 2478. And your first and last name? Helen Wa. Okay. Do you mind verifying your address and date of birth? That's 2965 Promenade Place, Buford, Georgia. Date of birth is 11-26-1982. Phone number 407-325-9940? Yes. Okay. Uh, yes, I think the call disconnected while we were on hold, or while it was on hold. Um, so- Yeah. ... I went ahead and just processed the enrollment for what we discussed- Okay. ... for employee plus child. Okay. Were you wanting to add your spouse? Um, just for the dental. Uh, is that possible? Uh, let's see. If not, it's okay 'cause it's just, just temporary through the temp agency. So we got dental for employee plus spouse, and then vision and the MEC Enhanced for employee plus children? Yes. Okay. So it looks like it's gonna let me do it. And then the vision thing. Is the vision separate from the dental? Yeah, dental and vision are, are separate policies all together. So the dental is one policy, vision's one policy, and medical is one policy. Okay. Um, so the, if- The, the vision and health is just myself and my kids, and then just the vision is family. Okay. I, I'm a little confused. So I have dental for employee- I'm sorry, just the dental is family. Okay. So are you wanting dental for employee plus spouse, or are you wanting the dental for employee plus family, which would be you, your spouse, and children? So dental is for myself, my kids, and my husband. Okay. And then the rest are, is just myself and my kids. Okay. So I have the dental for employee plus family, vision for employee plus children, and the medical for employee plus children. Correct. I'm sorry. You're fine. Um, so it looks like your total weekly deduction would then be \$90.85. Okay. Um, let's see. Hopefully it doesn't take out your children's info. Give me one second. Okay. And then I just need your spouse's name, date of birth, and Social. Okay. So name is gonna be Sang, S-A-N-G. Middle name is Y-U. And then last name is Y-I. Date of birth is February 10th, 1978. And then Social is 5... Let me find an 8. 591... 59168-1981. Okay. All righty. So let's see. Um, I don't know if I went over this with you just yet. Um, I think I may have, but just, uh, in case I didn't, so it typically takes about one to two weeks for the enrollment to be processed by your payroll. Mm-hmm. So you might not see that first deduction until two weeks from now. Uh, when you- Mm-hmm. ... do see it deducted from your check, the coverage will start that following Monday. Okay. And I think we are all done. Was there anything else you might need help with? Nope. That's it. Thank you. You're welcome. You have a wonderful day. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. I'm not sure if it was you I just spoke with a little bit ago. I was trying to sign up for benefits and I accidentally hung up.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: It's Partners Personnel.

Speaker speaker_0: All right, and the last four of your Social?

Speaker speaker_1: That's 2478.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Helen Wa.

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

Speaker speaker_1: That's 2965 Promenade Place, Buford, Georgia. Date of birth is 11-26-1982.

Speaker speaker_0: Phone number 407-325-9940?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, yes, I think the call disconnected while we were on hold, or while it was on hold. Um, so-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I went ahead and just processed the enrollment for what we discussed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for employee plus child.

Speaker speaker_1: Okay.

Speaker speaker_0: Were you wanting to add your spouse?

Speaker speaker_1: Um, just for the dental. Uh, is that possible?

Speaker speaker_0: Uh, let's see.

Speaker speaker_1: If not, it's okay 'cause it's just, just temporary through the temp agency.

Speaker speaker_0: So we got dental for employee plus spouse, and then vision and the MEC Enhanced for employee plus children?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like it's gonna let me do it.

Speaker speaker_1: And then the vision thing. Is the vision separate from the dental?

Speaker speaker_0: Yeah, dental and vision are, are separate policies all together. So the dental is one policy, vision's one policy, and medical is one policy.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so the, if-

Speaker speaker_1: The, the vision and health is just myself and my kids, and then just the vision is family.

Speaker speaker_0: Okay. I, I'm a little confused. So I have dental for employee-

Speaker speaker_1: I'm sorry, just the dental is family.

Speaker speaker_0: Okay. So are you wanting dental for employee plus spouse, or are you wanting the dental for employee plus family, which would be you, your spouse, and children?

Speaker speaker_1: So dental is for myself, my kids, and my husband.

Speaker speaker_0: Okay.

Speaker speaker_1: And then the rest are, is just myself and my kids.

Speaker speaker_0: Okay. So I have the dental for employee plus family, vision for employee plus children, and the medical for employee plus children.

Speaker speaker_1: Correct. I'm sorry.

Speaker speaker_0: You're fine. Um, so it looks like your total weekly deduction would then be \$90.85.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, let's see. Hopefully it doesn't take out your children's info. Give me one second. Okay. And then I just need your spouse's name, date of birth, and Social.

Speaker speaker_1: Okay. So name is gonna be Sang, S-A-N-G. Middle name is Y-U. And then last name is Y-I. Date of birth is February 10th, 1978. And then Social is 5... Let me find an 8. 591... 59168-1981.

Speaker speaker_0: Okay. All righty. So let's see. Um, I don't know if I went over this with you just yet. Um, I think I may have, but just, uh, in case I didn't, so it typically takes about one to two weeks for the enrollment to be processed by your payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you might not see that first deduction until two weeks from now. Uh, when you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do see it deducted from your check, the coverage will start that following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: And I think we are all done. Was there anything else you might need help with?

Speaker speaker_1: Nope. That's it. Thank you.

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

Speaker speaker_1: Thank you.