

## Transcript: VICTORIA

**Taylor-6434464270303232-5589995383865344**

### Full Transcript

Thank you for calling Benefits CenterCard. This is Victoria. How can I help you? Um, yes, um, I just called, like, two days ago to enroll, and I, I wanted to add my, uh, my spouse to my insurance. Okay. Uh, what is the name of the agency you work for? Uh, it's Partners Personnel. All right, and the last four of your social? 1820. And your first and last name for me. Carlos Sanchez. All right, and do you mind, uh, verifying your address and date of birth? Uh, 20810 5th Street, Apartment 4, Chatsworth, California 91311, January 24th, 1989. And then phone number 909-436-7682? Yes, my phone number. Okay. Email is first initial, last name, 31910 at gmail.com? Yes. Okay, let's see. All right, so I see that you're pending for the VIP+ and the dental. Are you wanting to add your spouse on both of those? Yes, on both of them. Okay, let's see. So the VIP+ and dental for employee plus spouse would come out to a total of \$73.50, uh, cents a week. Okay. Now, I do, uh, just wanna go over this with you. Both of these plans are under Section 125, um, which is a IRS code that basically allows you to pay your share of the premium with pre-tax dollars. Because of this, once you're enrolled, um, you have to be within, uh, your eligibility window to make changes or cancel, uh, cancel the coverage. So as of right now, you're in your personal open enrollment period would, which actually ends on the 21st of May. So you have until then to make any other changes or cancellations. Once you're outside of that, uh, window, you'll have to wait for the company's open enrollment period, which they do have yearly, to make any other changes or cancellations. Okay. All right. And then what is your, uh, spouse's name? Uh, Yessica, with a Y. Y-E-S-I-C-A. And last name, uh, Palma, P-A-L-M-A. Uh, date of birth? Uh, January 29th, 1989. And then full social. Uh, uh, yeah, I don't have her social. Uh, what, what else... Well, what else would I need so when I call back I have everything? Uh, we would just need her social. I'm gonna put all zeros for now, and then whenever you have it, just call us back so we can add it. Okay. Now, I do wanna let you know anytime you make a, uh, like, like, a change to the enrollment or if, like, you request to cancel the coverage, any, any enrollment, cancellation or change basically, it takes about one to two weeks to be processed through payroll. Uh, so since you were originally pending for employee only, the employee only coverage may become active before the employee plus spouse coverage becomes active. It really just depends on how fast your payroll department, uh- Okay. ... processes the changes on their end. But once you see that first deduction, uh, come out specifically for the employee plus spouse, um, th- her coverage will start the following Monday. Um, and just keep in mind that the total for the VIP+ and the dental comes out to \$73.50. Okay. So I would just keep an eye on your pay stubs. Um, but other than that, uh, once the coverage becomes active, ID cards are then made and sent to you within seven to 10 business days. The medical, the medical ID card is gonna be emailed, and then dental is sent to you by mail. Okay. Um, was there anything else you might need help with? Uh, no, that'll be all. All right. Well, you have a

wonderful day. Okay, thank you. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits CenterCard. This is Victoria. How can I help you?

Speaker speaker\_1: Um, yes, um, I just called, like, two days ago to enroll, and I, I wanted to add my, uh, my spouse to my insurance.

Speaker speaker\_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker\_1: Uh, it's Partners Personnel.

Speaker speaker\_0: All right, and the last four of your social?

Speaker speaker\_1: 1820.

Speaker speaker\_0: And your first and last name for me.

Speaker speaker\_1: Carlos Sanchez.

Speaker speaker\_0: All right, and do you mind, uh, verifying your address and date of birth?

Speaker speaker\_1: Uh, 20810 5th Street, Apartment 4, Chatsworth, California 91311, January 24th, 1989.

Speaker speaker\_0: And then phone number 909-436-7682?

Speaker speaker\_1: Yes, my phone number.

Speaker speaker\_0: Okay. Email is first initial, last name, 31910 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, let's see. All right, so I see that you're pending for the VIP+ and the dental. Are you wanting to add your spouse on both of those?

Speaker speaker\_1: Yes, on both of them.

Speaker speaker\_0: Okay, let's see. So the VIP+ and dental for employee plus spouse would come out to a total of \$73.50, uh, cents a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, I do, uh, just wanna go over this with you. Both of these plans are under Section 125, um, which is a IRS code that basically allows you to pay your share of the premium with pre-tax dollars. Because of this, once you're enrolled, um, you have to be within, uh, your eligibility window to make changes or cancel, uh, cancel the coverage. So as of right now, you're in your personal open enrollment period would, which actually ends on the 21st of May. So you have until then to make any other changes or cancellations. Once you're outside

of that, uh, window, you'll have to wait for the company's open enrollment period, which they do have yearly, to make any other changes or cancellations.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. And then what is your, uh, spouse's name?

Speaker speaker\_1: Uh, Yessica, with a Y. Y-E-S-I-C-A. And last name, uh, Palma, P-A-L-M-A.

Speaker speaker\_0: Uh, date of birth?

Speaker speaker\_1: Uh, January 29th, 1989.

Speaker speaker\_0: And then full social.

Speaker speaker\_1: Uh, uh, yeah, I don't have her social. Uh, what, what else... Well, what else would I need so when I call back I have everything?

Speaker speaker\_0: Uh, we would just need her social. I'm gonna put all zeros for now, and then whenever you have it, just call us back so we can add it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, I do wanna let you know anytime you make a, uh, like, like, a change to the enrollment or if, like, you request to cancel the coverage, any, any enrollment, cancellation or change basically, it takes about one to two weeks to be processed through payroll. Uh, so since you were originally pending for employee only, the employee only coverage may become active before the employee plus spouse coverage becomes active. It really just depends on how fast your payroll department, uh-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... processes the changes on their end. But once you see that first deduction, uh, come out specifically for the employee plus spouse, um, th- her coverage will start the following Monday. Um, and just keep in mind that the total for the VIP+ and the dental comes out to \$73.50.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I would just keep an eye on your pay stubs. Um, but other than that, uh, once the coverage becomes active, ID cards are then made and sent to you within seven to 10 business days. The medical, the medical ID card is gonna be emailed, and then dental is sent to you by mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, was there anything else you might need help with?

Speaker speaker\_1: Uh, no, that'll be all.

Speaker speaker\_0: All right. Well, you have a wonderful day.

Speaker speaker\_1: Okay, thank you. You too.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye.