

Transcript: VICTORIA

Taylor-6640389917556736-5862370701524992

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, uh, I tried to sign up for some benefits, uh, online and it says that enrollment, enrollment is not allowed. Okay. And what's the name of the agency you work for? Creative Circle. And the last four of, uh, your Social? 1558. And, uh, your first and last name? Monica Durbin. Okay. Do you mind verifying your address and date of birth? 4530... I'm sorry. 4525 35th Place, San Diego, California 92116. December 5th, 1983. And phone number is 718-541-5358? Yes, ma'am. And then email is gonna be, uh, M-O-N, your last name @gmail.com? Yes. Okay, give me one second. Not too sure why it won't let you do it online. I know your personal open enrollment period is coming to an end, but that's, well, it looks like on the 1st of March, but if you do it over the phone, it would be Friday the 28th. Um, so either way, I mean, I can go ahead and get you enrolled. Do you know what plan you're wanting to enroll into? Uh, yes. Um, the dental, the employee only dental. Mm-hmm. That one is \$364 on my end. So, it looks like the dental is actually in a bundle package with term life and vision, so there's not a way to get dental by itself. Okay. Well, how much is the combination? Uh, dental, vision and term life bundle comes out to \$7.90 a week. That's fine. Okay. And, uh, the behavioral health, the employee only behavioral health. Okay. That was it. Is that everything? Yes. Okay. All right, so it looks like the dental, term life, vision bundle and the behavioral health, all being for employee only, comes out to a total of \$9.40 a week. Okay. That sounds good. And then- The behavioral health, what is that exactly? I mean, I, I know what behavioral health is, but what platform? Uh, so it would be like, online counseling and therapy. Um, let me see... Don't see a specific website that it's on, but I have a phone number. Um, it looks like there's a phone number that you would call. Okay. Let me double check on something. Okay. Are you still there? Yes. Yes, ma'am. I'm just looking into something to see if I can find a website that you would be able to use for that benefit. Okay. Okay. Do you mind if I put you on a brief hold for a second? Sure. Okay, thank you. All righty. Thank you so much for holding. I was trying to see if there's a specific website. I, uh, the information I have doesn't have a website for that benefit. But I can go ahead and just give you the phone number you would need to call and then once the coverage is actually active for that benefit, you'll be able to call them and they can help you from there. Is it 888-507-0435? Yes. Mm-hmm. Yeah. Okay. Interesting. All right. Thank you. You're welcome. Um, and then, let's see. Who did you want to name as the beneficiary for the term life? Uh, R-E-D-A. That's first name. Uh, last name is G-U-D-A-I-T-Y-C-E. Okay. So first name is R-E-D-A, last name is G-U-D-A-I-T-Y-C-E? C-E. Just two Es at the end? No, uh, it's Gudaitay. G-U-D-A-I-T-Y-C-E. So T as in Tom and then E as in echo? Yes. Okay. And the relation? Wife. Wife. Okay. All right. All righty. So from here, it'll take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first deduction being made out of your check, coverage will

start the following Monday. And then, uh, once the coverage is active, that's when the policy information and ID cards are made and sent to you, which typically takes about seven to ten business days. Okay, thank you. You're welcome. You have a wonderful day. You too. Bye. Thank you. 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: Hi, uh, I tried to sign up for some benefits, uh, online and it says that enrollment, enrollment is not allowed.

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

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of, uh, your Social?

Speaker speaker_1: 1558.

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

Speaker speaker_1: Monica Durbin.

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

Speaker speaker_1: 4530... I'm sorry. 4525 35th Place, San Diego, California 92116. December 5th, 1983.

Speaker speaker_0: And phone number is 718-541-5358?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is gonna be, uh, M-O-N, your last name @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one second. Not too sure why it won't let you do it online. I know your personal open enrollment period is coming to an end, but that's, well, it looks like on the 1st of March, but if you do it over the phone, it would be Friday the 28th. Um, so either way, I mean, I can go ahead and get you enrolled. Do you know what plan you're wanting to enroll into?

Speaker speaker_1: Uh, yes. Um, the dental, the employee only dental.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That one is \$364 on my end.

Speaker speaker_0: So, it looks like the dental is actually in a bundle package with term life and vision, so there's not a way to get dental by itself.

Speaker speaker_1: Okay. Well, how much is the combination?

Speaker speaker_0: Uh, dental, vision and term life bundle comes out to \$7.90 a week.

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, the behavioral health, the employee only behavioral health.

Speaker speaker_0: Okay.

Speaker speaker_1: That was it.

Speaker speaker_0: Is that everything?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, so it looks like the dental, term life, vision bundle and the behavioral health, all being for employee only, comes out to a total of \$9.40 a week.

Speaker speaker_1: Okay. That sounds good.

Speaker speaker_0: And then-

Speaker speaker_1: The behavioral health, what is that exactly? I mean, I, I know what behavioral health is, but what platform?

Speaker speaker_0: Uh, so it would be like, online counseling and therapy. Um, let me see... Don't see a specific website that it's on, but I have a phone number. Um, it looks like there's a phone number that you would call.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me double check on something.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am. I'm just looking into something to see if I can find a website that you would be able to use for that benefit.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Do you mind if I put you on a brief hold for a second?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay, thank you. All righty. Thank you so much for holding. I was trying to see if there's a specific website. I, uh, the information I have doesn't have a website for that benefit. But I can go ahead and just give you the phone number you would need to call and then once the coverage is actually active for that benefit, you'll be able to call them and they can help you from there.

Speaker speaker_2: Is it 888-507-0435?

Speaker speaker_0: Yes. Mm-hmm.

Speaker speaker_2: Yeah. Okay. Interesting. All right. Thank you.

Speaker speaker_0: You're welcome. Um, and then, let's see. Who did you want to name as the beneficiary for the term life?

Speaker speaker_2: Uh, R-E-D-A. That's first name. Uh, last name is G-U-D-A-I-T-Y-C-E.

Speaker speaker_0: Okay. So first name is R-E-D-A, last name is G-U-D-A-I-T-Y-C-E?

Speaker speaker_2: C-E.

Speaker speaker_0: Just two Es at the end?

Speaker speaker_2: No, uh, it's Gudaitay. G-U-D-A-I-T-Y-C-E.

Speaker speaker_0: So T as in Tom and then E as in echo?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And the relation?

Speaker speaker_2: Wife.

Speaker speaker_0: Wife. Okay. All right. All righty. So from here, it'll take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first deduction being made out of your check, coverage will start the following Monday. And then, uh, once the coverage is active, that's when the policy information and ID cards are made and sent to you, which typically takes about seven to ten business days.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Thank you. Bye.