

Transcript: VICTORIA

Taylor-6722483909345280-5116508261629952

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. My name is Robert Lyle and, uh, I'm a employee with, uh, MAU right now. Um, and I've got this insurance plan and I wanted to cancel it. Okay. What's the last four of your Social? 2097. All right. Do you mind verifying your address and date of birth? Um, my address is 250 Margarita Trail, Union, Georgia, uh, 30263. Uh, my, um, birthday is July 5th, 1966. Phone number 678-340-6773? Mm, yeah. Okay and then email is gonna be G-A-Y-L-A-A, kyle at gmail.com. Mm, wait, can I get- Yes. Yes, ma'am. Okay, give me one second. He doesn't... I didn't understand what you said up there. She said Kyle, not Lyle. Yeah, it looks like I have gayla.k.lyle at gmail.com. Yes, that's... Yes, ma'am, that's my wife. That's her email address. Gotcha. Now are you wanting to cancel everything you're enrolled in too? Well, I was hoping to keep... You hush for a damn minute. I wanted to keep the, uh, um, medical and dental. I mean, the, the dental and the, uh, vision if I could but, I mean, you know, but I wanted to cancel the, uh, uh, um... I wanted to cancel the, uh, medical and prescription. Okay, so I gather you wanted to keep the dental. What was the other thing you wanted to keep? The, uh, vision if I could. If I could. Okay, are you wanting to keep the short term disability and critical illness and the group accident? Ma'am, hold on just a second. I'm gonna put you on here with my wife 'cause you're speaking to me and my wife, 'cause, uh, she's, she's more into this stuff than I am. Okay. I'll get your contact information. All right, the only thing he wants to cancel is the medical and the, uh, prescription, but keep everything else. The short term and the prescription. Okay, so the medical... Okay, so the prescription coverage comes with the medical, so we're just gonna cancel the medical and we're gonna keep- Yeah, he's, um- ... the group accident, the critical illness, the vision- Yeah, we getting it through, uh, Penn State. Okay. So just to make sure I'm understanding, the only thing we're canceling is medical. We're keeping group accident, critical illness, vision, short term disability and dental. Yes. Now what is the, uh, critical illness? What's that? Is that long term or is that... What do you mean by long term? Oh, na, I don't, I don't know what the critical, uh, illness is. So that's like if you're diagnosed with any of the covered illnesses, he would get a benefit amount, I believe, of 5,000. Okay, yeah, 5,000. So I'm saying we need to c- uh, that goes with the medical and the prescription, which is together. Okay, so with canceling the medical, it would bring his new d- uh, his deduction up to \$18.83. Okay. Um, now cancellations, any type of change, cancellation or enrollment takes about one to two weeks to be processed through payroll. Okay. So he very well may see the medical being deducted on one to two more checks. Okay. If he does, it will provide the coverage until the cancellation has been processed. Okay then. Thank you so much. You guys are welcome. Did you need help with anything else? Uh, that would be it. All righty, you have a wonderful day. Okay, okay, 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: Uh, yes, ma'am. My name is Robert Lyle and, uh, I'm a employee with, uh, MAU right now. Um, and I've got this insurance plan and I wanted to cancel it.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 2097.

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

Speaker speaker_1: Um, my address is 250 Margarita Trail, Union, Georgia, uh, 30263. Uh, my, um, birthday is July 5th, 1966.

Speaker speaker_0: Phone number 678-340-6773?

Speaker speaker_1: Mm, yeah.

Speaker speaker_0: Okay and then email is gonna be G-A-Y-L-A-A, kyle at gmail.com.

Speaker speaker_1: Mm, wait, can I get-

Speaker speaker_2: Yes.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_2: He doesn't...

Speaker speaker_1: I didn't understand what you said up there. She said Kyle, not Lyle.

Speaker speaker_0: Yeah, it looks like I have gayla.k.lyle at gmail.com.

Speaker speaker_1: Yes, that's... Yes, ma'am, that's my wife. That's her email address.

Speaker speaker_0: Gotcha. Now are you wanting to cancel everything you're enrolled in too?

Speaker speaker_1: Well, I was hoping to keep... You hush for a damn minute. I wanted to keep the, uh, um, medical and dental. I mean, the, the dental and the, uh, vision if I could but, I mean, you know, but I wanted to cancel the, uh, uh, um... I wanted to cancel the, uh, medical and prescription.

Speaker speaker_0: Okay, so I gather you wanted to keep the dental. What was the other thing you wanted to keep?

Speaker speaker_1: The, uh, vision if I could.

Speaker speaker_2: If I could.

Speaker speaker_0: Okay, are you wanting to keep the short term disability and critical illness and the group accident?

Speaker speaker_1: Ma'am, hold on just a second. I'm gonna put you on here with my wife 'cause you're speaking to me and my wife, 'cause, uh, she's, she's more into this stuff than I am.

Speaker speaker_0: Okay.

Speaker speaker_2: I'll get your contact information. All right, the only thing he wants to cancel is the medical and the, uh, prescription, but keep everything else. The short term and the prescription.

Speaker speaker_0: Okay, so the medical... Okay, so the prescription coverage comes with the medical, so we're just gonna cancel the medical and we're gonna keep-

Speaker speaker_2: Yeah, he's, um-

Speaker speaker_0: ... the group accident, the critical illness, the vision-

Speaker speaker_2: Yeah, we getting it through, uh, Penn State.

Speaker speaker_0: Okay. So just to make sure I'm understanding, the only thing we're canceling is medical. We're keeping group accident, critical illness, vision, short term disability and dental.

Speaker speaker_2: Yes. Now what is the, uh, critical illness? What's that? Is that long term or is that...

Speaker speaker_0: What do you mean by long term?

Speaker speaker_2: Oh, na, I don't, I don't know what the critical, uh, illness is.

Speaker speaker_0: So that's like if you're diagnosed with any of the covered illnesses, he would get a benefit amount, I believe, of 5,000.

Speaker speaker_2: Okay, yeah, 5,000. So I'm saying we need to c- uh, that goes with the medical and the prescription, which is together.

Speaker speaker_0: Okay, so with canceling the medical, it would bring his new d- uh, his deduction up to \$18.83.

Speaker speaker_2: Okay.

Speaker speaker_0: Um, now cancellations, any type of change, cancellation or enrollment takes about one to two weeks to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_0: So he very well may see the medical being deducted on one to two more checks.

Speaker speaker_2: Okay.

Speaker speaker_0: If he does, it will provide the coverage until the cancellation has been processed.

Speaker speaker_2: Okay then. Thank you so much.

Speaker speaker_0: You guys are welcome. Did you need help with anything else?

Speaker speaker_2: Uh, that would be it.

Speaker speaker_0: All righty, you have a wonderful day.

Speaker speaker_2: Okay, okay, bye.