

Transcript: Estefania

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Full Transcript

You're calling Benefits on a Card. Hi. My name is Stephanie. How can I assist you? Oh, yes, ma'am, Mrs. Stephanie. This is Edward Culpepper. Um, a couple of weeks ago, I signed up for insurance and, uh, I was wondering how would I go about getting an insurance card? Okay. Um, let me see if you became active already. What staffing agency are you working with? Serge. What are the last four of your social? 0953. Okay. And then for security purposes, can you verify your address and date of birth? Address is 3722 52nd Court Southwest, Lanette, Alabama 36863. Date of birth is 9/17/1967. Okay, thank you. And I have 324-478-3435 as your phone number. Yes. Okay, thank you. And then I have E, your last name, 15@duma.com. Is that up to date? Yeah. Okay. So you actually did enroll but we're still waiting on Surge to make the first deduction of the 33.46 from your paycheck. Once they do that first deduction, the following Monday, your plan becomes active. Um, so we still haven't received a first deduction from them so you're not active yet. You are enrolled but you're still not active. All right. But once they do that first one, the following Monday you become active and by that first or second week of active coverage normally that's when you get your card. But for the VIP Classic plan that you have, normally they don't send that one out. So once you do become active, if you do want a physical one, I would just call this number and we can put in a request. In the meantime while you wait on it, we can send it to you electronically but you're still not active. All right. All right. Do you have any other questions? All right. I'll take this. That's it. Mm-hmm. All right. Hope you have a great day. Thank you.

Conversation Format

Speaker speaker_0: You're calling Benefits on a Card.

Speaker speaker_1: Hi.

Speaker speaker_0: My name is Stephanie. How can I assist you?

Speaker speaker_1: Oh, yes, ma'am, Mrs. Stephanie. This is Edward Culpepper. Um, a couple of weeks ago, I signed up for insurance and, uh, I was wondering how would I go about getting an insurance card?

Speaker speaker_0: Okay. Um, let me see if you became active already. What staffing agency are you working with?

Speaker speaker_1: Serge.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 0953.

Speaker speaker_0: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Address is 3722 52nd Court Southwest, Lanette, Alabama 36863. Date of birth is 9/17/1967.

Speaker speaker_0: Okay, thank you. And I have 324-478-3435 as your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And then I have E, your last name, 15@duma.com. Is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So you actually did enroll but we're still waiting on Surge to make the first deduction of the 33.46 from your paycheck. Once they do that first deduction, the following Monday, your plan becomes active. Um, so we still haven't received a first deduction from them so you're not active yet. You are enrolled but you're still not active.

Speaker speaker_1: All right.

Speaker speaker_0: But once they do that first one, the following Monday you become active and by that first or second week of active coverage normally that's when you get your card. But for the VIP Classic plan that you have, normally they don't send that one out. So once you do become active, if you do want a physical one, I would just call this number and we can put in a request. In the meantime while you wait on it, we can send it to you electronically but you're still not active.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Do you have any other questions?

Speaker speaker_1: All right. I'll take this. That's it.

Speaker speaker_0: Mm-hmm. All right. Hope you have a great day.

Speaker speaker_1: Thank you.