

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, hi. I recently, um, I guess, applied for some insurance, uh, through MAU, uh, Benefit. And I was just wondering if there was any way I could find out when my coverage starts, how I can get the information, anything like that. Okay, sure. Um, what is the last four of your Social? Uh, 2413. And your first and last name? Uh, Hunter Cox, C-O-X. All right. Do you mind verifying your address and date of birth? Yes. It's, uh, 110 Culley Drive in, uh, North Augusta, and my date of birth is 6/11/2002. And, uh, phone number 864-323-8301? Yes, ma'am. And then email is huntercox and then biz@gmail.com? Yes, ma'am. Okay. So it looks like your coverage just became active last week. So typically, it takes about, uh, seven to ten business days, about one to two weeks for the ID cards to be made and sent to you, so you should be getting them soon. Um, you're gonna get most of them by mail, so you'll get your dental, vision, and the prev- uh, preventative medical services by mail th- three separate cards. And then also you're gonna wanna keep an eye on your emails for the, um, ID card for your non-preventative services. Okay, all right. That's good. Um, I do have a quick question, though, about the whole mailing situation. Um, if they're en route to that mailbox now, that's fine. But, uh, I'm gonna be completely honest with you. Our house just burned down Sunday night, uh, completely into shambles, and we are fixing to have to move locations. So, I was wondering if whenever we do get a, a permanent residence, I can change the address to that address for moving into. Yeah. And I'm totally sorry about hearing, about hearing that. That's very sad. Um, yes. You can call us back to have the address, uh, updated and then what we would do from there is just, uh, send a request to have the ID cards mailed to the new address. But what I can do in the meantime, um, I can try and look up digital copies for you and email those to you. That would be absolutely perfect. Okay. Um, give me just a few seconds. I'm gonna put you on a brief hold and look all of those up real quick. All right, that's perfect. Thank you so much. You're welcome. I'll be right back. All right. Hey, come on. Hey. Do you guys stay out here? Oh, you want to stay out there? How many call you in a day, Mr. Mitch? Oh. Alrighty, thank you so much for holding. So I just sent all of those to your email. Yeah, I just got the notification. Thank you so much. You're welcome. And, uh, was there anything else you might need help with? Um, just besides, uh... I can, uh, start using them now, right? Like, I can go and start calling, like, VisionPlaces and whatnot? Yeah. Um, it looks like your coverage is active for this week as well, so you're good to go. Okay. All right, good. I just wanted to make sure. All right, thank you so much. You're welcome. You have a wonderful day. All right. You too. Bye-bye. Bye-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, hi. I recently, um, I guess, applied for some insurance, uh, through MAU, uh, Benefit. And I was just wondering if there was any way I could find out when my coverage starts, how I can get the information, anything like that.

Speaker speaker_0: Okay, sure. Um, what is the last four of your Social?

Speaker speaker_1: Uh, 2413.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Hunter Cox, C-O-X.

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

Speaker speaker_1: Yes. It's, uh, 110 Culley Drive in, uh, North Augusta, and my date of birth is 6/11/2002.

Speaker speaker_0: And, uh, phone number 864-323-8301?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is huntercox and then biz@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So it looks like your coverage just became active last week. So typically, it takes about, uh, seven to ten business days, about one to two weeks for the ID cards to be made and sent to you, so you should be getting them soon. Um, you're gonna get most of them by mail, so you'll get your dental, vision, and the prev- uh, preventative medical services by mail th- three separate cards. And then also you're gonna wanna keep an eye on your emails for the, um, ID card for your non-preventative services.

Speaker speaker_1: Okay, all right. That's good. Um, I do have a quick question, though, about the whole mailing situation. Um, if they're en route to that mailbox now, that's fine. But, uh, I'm gonna be completely honest with you. Our house just burned down Sunday night, uh, completely into shambles, and we are fixing to have to move locations. So, I was wondering if whenever we do get a, a permanent residence, I can change the address to that address for moving into.

Speaker speaker_0: Yeah. And I'm totally sorry about hearing, about hearing that. That's very sad. Um, yes. You can call us back to have the address, uh, updated and then what we would do from there is just, uh, send a request to have the ID cards mailed to the new address. But what I can do in the meantime, um, I can try and look up digital copies for you and email those to you.

Speaker speaker_1: That would be absolutely perfect.

Speaker speaker_0: Okay. Um, give me just a few seconds. I'm gonna put you on a brief hold and look all of those up real quick.

Speaker speaker_1: All right, that's perfect. Thank you so much.

Speaker speaker_0: You're welcome. I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_2: Hey, come on. Hey. Do you guys stay out here? Oh, you want to stay out there? How many call you in a day, Mr. Mitch?

Speaker speaker_1: Oh.

Speaker speaker_0: Alrighty, thank you so much for holding. So I just sent all of those to your email.

Speaker speaker_1: Yeah, I just got the notification. Thank you so much.

Speaker speaker_0: You're welcome. And, uh, was there anything else you might need help with?

Speaker speaker_1: Um, just besides, uh... I can, uh, start using them now, right? Like, I can go and start calling, like, VisionPlaces and whatnot?

Speaker speaker_0: Yeah. Um, it looks like your coverage is active for this week as well, so you're good to go.

Speaker speaker_1: Okay. All right, good. I just wanted to make sure. All right, thank you so much.

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

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Bye-bye.