

## Transcript: VICTORIA

**Taylor-4562674835439616-5256819304480768**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, uh... I just ca- I, I just called so I'm going to let you guys... I, uh, I want the insurance. I work with, um... So, uh, Stanley here, he works with Mohawk Golf Course under American Staffing Corp, and he's wanting to make sure that he has insurance. Okay. Um, I would need to speak to him directly. What's the last four of your social, sir? Uh, four, three, one, four. And your first and last name? Uh... First and last name. Stanley, the first name, and Robert the last name. Okay. And do you mind verifying your address and date of birth? All right. 1524 East 52nd... Yeah, Street, uh, North. Okay, perfect. And your date of birth? Uh, July 24, 1970. All right. And then, uh, your phone number is 816-2948773? Yes. Ma'am. Okay. And email is stanrobs54@gmail.com. Yeah. You're right. Okay. So I do see that you're pending for enrollment. It looks like you're pending for the, uh, MEC telRx. It's not yet active, but it will be active the following Monday of your first payroll deduction. Okay. Okay, is there anything that he needs to do? Uh, any, any websites he needs to go on to, uh, to clear the pending or it'll just go through? 'Cause he already got paid last Thursday. Yeah. So it's, it's not... There's nothing he needs to do on his end. Um, and it's not necessarily gonna come out on his first check. It really depends on when payroll takes that deduction out of his check. Okay. Sometimes after enrolling it can take up to two weeks before he sees the first deduction. Um, so once he does see that being deducted from his check, the coverage will then start the following Monday. And then the ID card is made and sent to him within seven to 10 business days of it being active. Okay. all right. Thank you very much. You're welcome. You have a wonderful day. Have a good day. 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: Yes, uh... I just ca- I, I just called so I'm going to let you guys... I, uh, I want the insurance. I work with, um...

Speaker speaker\_2: So, uh, Stanley here, he works with Mohawk Golf Course under American Staffing Corp, and he's wanting to make sure that he has insurance.

Speaker speaker\_0: Okay. Um, I would need to speak to him directly. What's the last four of your social, sir?

Speaker speaker\_1: Uh, four, three, one, four.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh...

Speaker speaker\_2: First and last name.

Speaker speaker\_1: Stanley, the first name, and Robert the last name.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: All right. 1524 East 52nd... Yeah, Street, uh, North.

Speaker speaker\_0: Okay, perfect. And your date of birth?

Speaker speaker\_1: Uh, July 24, 1970.

Speaker speaker\_0: All right. And then, uh, your phone number is 816-2948773?

Speaker speaker\_1: Yes. Ma'am.

Speaker speaker\_0: Okay. And email is stanrobs54@gmail.com.

Speaker speaker\_1: Yeah. You're right.

Speaker speaker\_0: Okay. So I do see that you're pending for enrollment. It looks like you're pending for the, uh, MEC telRx. It's not yet active, but it will be active the following Monday of your first payroll deduction.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay, is there anything that he needs to do? Uh, any, any websites he needs to go on to, uh, to clear the pending or it'll just go through? 'Cause he already got paid last Thursday.

Speaker speaker\_0: Yeah. So it's, it's not... There's nothing he needs to do on his end. Um, and it's not necessarily gonna come out on his first check. It really depends on when payroll takes that deduction out of his check.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Sometimes after enrolling it can take up to two weeks before he sees the first deduction. Um, so once he does see that being deducted from his check, the coverage will then start the following Monday. And then the ID card is made and sent to him within seven to 10 business days of it being active.

Speaker speaker\_2: Okay. all right. Thank you very much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Have a good day. Bye.

Speaker speaker\_0: Bye-bye.