

Transcript: VICTORIA

Taylor-4715841100234752-6016925525655552

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, my name is Jennifer Rayburn and I was just going to call about my benefits. Okay. Um, let me pull up your file. What's the name of the agency you work for? Uh, Hamilton Riker, Tupelo, Mississippi. Okay. And the last four of your social? 5529. Okay. Um, do you mind verifying your address and date of birth? Um, it's 145 McAuley Street, Ashland, Mississippi 38603 and date of birth is January 28th, 1983. Okay and just to make sure, do you spell your last name R-A-Y-B-U-R-N? Yes, ma'am. Okay. Phone number is 662-750-4863. Yes, ma'am. All right and then email is jrayburn1983 at gmail. Yes, ma'am. Gotcha. All righty, I got you pulled up here, what type of questions do you have? I was just wanting to know, uh, when my benefits will go into effect and if I, oh, if I was going to get a, uh, like an insurance card? Yeah, so it looks like you just enrolled last Monday, um, I believe. Mm-hmm. Or... Hold on, give me one second. So, it looks like the enrollment was processed last Monday. Um, so it typically takes about one to two weeks for that to be processed through payroll. Okay. So coverage will start the following Monday that you see that first deduction being made out of your check. Okay. Um, so un- unfortunately I don't have a specific date for you. I would just keep an eye on your pay stub for this week and next week. Whenever you see that first deduction, the coverage will start the following Monday. Okay. Um, and then once the coverage is active, the cards... The ID cards and your policy information is made and sent to you, and it typically takes about 7 to 10 business days to get that. Okay. Now the majority of your cards are going to be mailed to you, but the, um, the ID card for the VIP Standard Medical Plan is emailed, so keep an eye on your email for that. Okay. All right, thank you very much. That's what I needed to know. Yes, ma'am. You have a wonderful day. You too. Thanks. Bye. Thank you. 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, my name is Jennifer Rayburn and I was just going to call about my benefits.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Uh, Hamilton Riker, Tupelo, Mississippi.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 5529.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Um, it's 145 McAuley Street, Ashland, Mississippi 38603 and date of birth is January 28th, 1983.

Speaker speaker_0: Okay and just to make sure, do you spell your last name R-A-Y-B-U-R-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Phone number is 662-750-4863.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right and then email is jrayburn1983 at gmail. Yes, ma'am. Gotcha. All righty, I got you pulled up here, what type of questions do you have?

Speaker speaker_1: I was just wanting to know, uh, when my benefits will go into effect and if I, oh, if I was going to get a, uh, like an insurance card?

Speaker speaker_0: Yeah, so it looks like you just enrolled last Monday, um, I believe.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or... Hold on, give me one second. So, it looks like the enrollment was processed last Monday. Um, so it typically takes about one to two weeks for that to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So coverage will start the following Monday that you see that first deduction being made out of your check.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so un- unfortunately I don't have a specific date for you. I would just keep an eye on your pay stub for this week and next week. Whenever you see that first deduction, the coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then once the coverage is active, the cards... The ID cards and your policy information is made and sent to you, and it typically takes about 7 to 10 business days to get that.

Speaker speaker_1: Okay.

Speaker speaker_0: Now the majority of your cards are going to be mailed to you, but the, um, the ID card for the VIP Standard Medical Plan is emailed, so keep an eye on your email for that.

Speaker speaker_1: Okay. All right, thank you very much. That's what I needed to know.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too. Thanks. Bye.

Speaker speaker_0: Thank you. Bye-bye.