

## **Transcript: VICTORIA**

**Taylor-4825355502403584-4652462533427200**

### **Full Transcript**

Thank you for calling Benefits on Accard. This is Victoria. How can I help you? Um, yes, my name is Rodney Yokum and I currently have, uh, services with you guys. Um, I know it takes like a three months to receive your cards but the lady I spoke to last time told me I had to call back and request another card because it's onli- it's, uh... She said it's email only but I can get it requested to be sent to me but it'll take a while. Okay. Um, it- it- it's not nece- it doesn't necessarily take three months to get your ID cards but let me pull up your file. What's the name of the agency you work for? Uh, Innovative Staff Solutions. And the last four of your Social? 3870. All right. Uh, do you mind verifying your address and date of birth? 818 West Lyndale Street, West Frankfort, Illinois. And my birthday? 11-18 of '92. Phone number 618-218-1049? That is correct. And then email is just gonna be first and last name 247 at gmail.com. Correct as well. Okay. So I'm assuming you're referring to the ID card, uh, for the Ensure Plus Enhanced which is typically emailed to you. Yes. Is that what you're wanting to be sent by mail? Yeah. Yeah. I just like to have all my cards in my wallet. I'm not very good with the email stuff. Okay. I'm- I'm- I can request that for you. ... old school with it. All righty. Well, no problem. Um, so once, uh, with this specific card, it'll take about seven to 10 business days to get but that's just putting in the request to get it, uh, mailed out to you. The other cards you should be receiving soon because it looks like your coverage just became active last week. Mm-hmm. Um, and any time that request is sent out, it'll take about seven to 10 business days to get. I got my dental plan already. N- now is it typical that they send you two dental cards? I was confused about that because they're the same exact card but there's two of them. Um, I mean I- I'm not too aware myself. We're just your administrators so I'm not sure how exactly the, uh, insurance company sends that out but i- as long as the information is the same on both, I mean, I don't see why there would be a problem. Yeah, they came on the exact same paper. They were the- they're the exact same thing, I just didn't know 'cause I got full coverage, I got everything. I just didn't know if they were separate plans or what. Nope. Uh, there's only one dental plan being offered. Okay. So you would just get one ID card for that. All right. Thank you. Thank you for clearing all that up for me. Yes, sir. And I'll go ahead and get that request sent out for you. All right. Thank you, Victoria. You have a great day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Accard. This is Victoria. How can I help you?

Speaker speaker\_1: Um, yes, my name is Rodney Yokum and I currently have, uh, services with you guys. Um, I know it takes like a three months to receive your cards but the lady I spoke to last time told me I had to call back and request another card because it's onli- it's, uh... She said it's email only but I can get it requested to be sent to me but it'll take a while.

Speaker speaker\_0: Okay. Um, it- it- it's not nece- it doesn't necessarily take three months to get your ID cards but let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Innovative Staff Solutions.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 3870.

Speaker speaker\_0: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 818 West Lyndale Street, West Frankfort, Illinois. And my birthday? 11-18 of '92.

Speaker speaker\_0: Phone number 618-218-1049?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And then email is just gonna be first and last name 247 at gmail.com.

Speaker speaker\_1: Correct as well.

Speaker speaker\_0: Okay. So I'm assuming you're referring to the ID card, uh, for the Ensure Plus Enhanced which is typically emailed to you.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that what you're wanting to be sent by mail?

Speaker speaker\_1: Yeah. Yeah. I just like to have all my cards in my wallet. I'm not very good with the email stuff.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm- I'm-

Speaker speaker\_0: I can request that for you.

Speaker speaker\_1: ... old school with it.

Speaker speaker\_0: All righty. Well, no problem. Um, so once, uh, with this specific card, it'll take about seven to 10 business days to get but that's just putting in the request to get it, uh, mailed out to you. The other cards you should be receiving soon because it looks like your coverage just became active last week.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, and any time that request is sent out, it'll take about seven to 10 business days to get.

Speaker speaker\_1: I got my dental plan already. N- now is it typical that they send you two dental cards? I was confused about that because they're the same exact card but there's two of them.

Speaker speaker\_0: Um, I mean I- I'm not too aware myself. We're just your administrators so I'm not sure how exactly the, uh, insurance company sends that out but i- as long as the information is the same on both, I mean, I don't see why there would be a problem.

Speaker speaker\_1: Yeah, they came on the exact same paper. They were the- they're the exact same thing, I just didn't know 'cause I got full coverage, I got everything. I just didn't know if they were separate plans or what.

Speaker speaker\_0: Nope. Uh, there's only one dental plan being offered.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you would just get one ID card for that.

Speaker speaker\_1: All right. Thank you. Thank you for clearing all that up for me.

Speaker speaker\_0: Yes, sir. And I'll go ahead and get that request sent out for you.

Speaker speaker\_1: All right. Thank you, Victoria. You have a great day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.