

Transcript: VICTORIA

Taylor-4859874214330368-5740099945021440

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I'm trying to see uh... I received a email today saying to activate my account now. I guess my job started taking the money out for my benefits, and I'm trying to see if there was a way that I could speak to someone to see about getting the insurance card mailed to me because I don't see the policy number or anything online. Okay. What's the name of the agency you work for? On Track Staffing. And the last four of your Social? 2884. And your first and last name for me. Terrence Quillin. Gotcha. Do you mind verifying your address and date of birth? 6229 Bracken Drive, Arbor, Texas 76227, and August the 16th, 1988. Phone number 940-510-9212? Yes, ma'am. And then email is tq223.dadl@gmail.com? Yes, ma'am. Okay. Um, so it looks like your coverage just became active today, so at this point, we don't have access to your policy information or ID cards just yet. Once the coverage is made, that's when they start making that, that information. So, it will be sent to you within seven to ten business days. The medical is typically emailed to you. The ID card for that is gonna be emailed, and then the dental and the vision ID cards are sent to you by mail. Okay. All right, thank you. You're welcome. Uh, was there anything else you might need help with? No, ma'am. Okay. You have a wonderful day. You, too. 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, ma'am. I'm trying to see uh... I received a email today saying to activate my account now. I guess my job started taking the money out for my benefits, and I'm trying to see if there was a way that I could speak to someone to see about getting the insurance card mailed to me because I don't see the policy number or anything online.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2884.

Speaker speaker_0: And your first and last name for me.

Speaker speaker_1: Terrence Quillin.

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

Speaker speaker_1: 6229 Bracken Drive, Arbor, Texas 76227, and August the 16th, 1988.

Speaker speaker_0: Phone number 940-510-9212?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is tq223.dadl@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so it looks like your coverage just became active today, so at this point, we don't have access to your policy information or ID cards just yet. Once the coverage is made, that's when they start making that, that information. So, it will be sent to you within seven to ten business days. The medical is typically emailed to you. The ID card for that is gonna be emailed, and then the dental and the vision ID cards are sent to you by mail.

Speaker speaker_1: Okay. All right, thank you.

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

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You, too.

Speaker speaker_0: Thank you. Bye-bye.