

## **Transcript: VICTORIA**

**Taylor-5075914200760320-4943292287991808**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I just need to sign up for, uh, benefits for my job. I'm a contractor and, uh, they told me to go through this to get insurance. Okay. What's the name of the agency you work for? Uh, The Resource. And the last four of your Social? 7558. Okay. And your first and last name? Aaron. A-A-R-O-N. Last name Koch. K-O-C-H. All righty. And do you mind verifying your address and date of birth? Yes. Uh, 101 East 6th Street, Winston-Salem, North Carolina 27101. And what else did you need? Uh, your date of birth. 10/1/98. Okay. Phone number is 961-5576? Correct. And then email is just first and last name, 13, @gmail.com? Correct. Okay. So I see that you're actually already enrolled into dental, short-term disability and the term life for just yourself. Are you wanting to- Yes. ... change or add on to that? Uh, yeah. So I got sent, like, uh, the plans, and I just was, uh, gonna sign up for VIP Basic, uh, plan. I don't think I was on that before. Okay. You said the VIP Basic? Yeah. Okay. And just to make sure I'm understanding, you're wanting to keep the dental, short-term disability and term life, right? Uh, yes. Okay. All right. So the VIP Basic, dental, short-term disability, term life all being for employee only, it looks like it comes out to a total of \$24.50 a week. Okay. That's fine. Um, so it will take about one to two weeks for the enrollment to be processed through your, uh, payroll department. Once we see that- Okay, that's fine. ... first... Uh, once you see that first deduction- Mm-hmm. ... being made for the VIP Basic, the coverage will start the following Monday. And then- Okay. ... um, the ID card for that is typically emailed to you. Okay. That sounds good. Thank you. You're welcome. Did you need help with anything else? Nope, that's it. Thank you. You're welcome. Bye-bye. Have a good one. 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: Hi. Um, I just need to sign up for, uh, benefits for my job. I'm a contractor and, uh, they told me to go through this to get insurance.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, The Resource.

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

Speaker speaker\_1: 7558.

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

Speaker speaker\_1: Aaron. A-A-R-O-N. Last name Koch. K-O-C-H.

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

Speaker speaker\_1: Yes. Uh, 101 East 6th Street, Winston-Salem, North Carolina 27101. And what else did you need?

Speaker speaker\_0: Uh, your date of birth.

Speaker speaker\_1: 10/1/98.

Speaker speaker\_0: Okay. Phone number is 961-5576?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is just first and last name, 13, @gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So I see that you're actually already enrolled into dental, short-term disability and the term life for just yourself. Are you wanting to-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... change or add on to that?

Speaker speaker\_1: Uh, yeah. So I got sent, like, uh, the plans, and I just was, uh, gonna sign up for VIP Basic, uh, plan. I don't think I was on that before.

Speaker speaker\_0: Okay. You said the VIP Basic?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And just to make sure I'm understanding, you're wanting to keep the dental, short-term disability and term life, right?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. All right. So the VIP Basic, dental, short-term disability, term life all being for employee only, it looks like it comes out to a total of \$24.50 a week.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: Um, so it will take about one to two weeks for the enrollment to be processed through your, uh, payroll department. Once we see that-

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: ... first... Uh, once you see that first deduction-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... being made for the VIP Basic, the coverage will start the following Monday. And then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, the ID card for that is typically emailed to you.

Speaker speaker\_1: Okay. That sounds good. Thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Nope, that's it. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

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