

Transcript: VICTORIA

Taylor-5132657112170496-6619440605872128

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I just started my job through Integrity on the 7th and I filled out the stuff for insurance on- online through the app. I'm just trying to make sure that it took and that I'm only going to be charged for the basic medical and the Rx, free Rx. Okay. Let me pull up your file. What's the last four of your social? 8294. And your first and last name? Jeremiah Robison. R-O-B-I-S-O-N. All right. Do you mind verifying your address and date of birth? Yeah. My address is, uh, 21... Hang on, let me look. I'm, I'm at my dad's. Hang on. It is "2139 Johnson Street, Sellersburg, Indiana, 47172" and my date of birth was "5/19/1984." Okay. Phone number 786-0080? Yes. And then email is stevenrobinson60@gmail? Yes. Okay. Yeah, so I see you pending for free Rx and the VIP Classic, both being for employee only, so the total weekly deduction would be \$25.83 a week. Now, now it's basic, basic med- medical health... uh, medical insurance, right? So the VIP Classic is basically a hospital indemnity plan. It does provide coverage, like if you were to be admitted to the emergency room, if you have to go to the doctor, um, or if you... like you're admitted to the hospital. Um, it's not major medical insurance, so it's not gonna cover a large- No, but it'll... No, but it'll cover like, like, uh, for my, to my family physician, right? There is coverage for a physician's office. Yes, sir. Okay. That's, that's all I wanted to make sure. I just wanted to make sure that it took and that that's all I was gonna be charged for. Okay. Do you have any other questions? Uh, no, that's it. All right. You have a wonderful day. Thank you. You too. 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, I just started my job through Integrity on the 7th and I filled out the stuff for insurance on- online through the app. I'm just trying to make sure that it took and that I'm only going to be charged for the basic medical and the Rx, free Rx.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your social?

Speaker speaker_1: 8294.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jeremiah Robison. R-O-B-I-S-O-N.

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

Speaker speaker_1: Yeah. My address is, uh, 21... Hang on, let me look. I'm, I'm at my dad's. Hang on. It is "2139 Johnson Street, Sellersburg, Indiana, 47172" and my date of birth was "5/19/1984."

Speaker speaker_0: Okay. Phone number 786-0080?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is stevenrobinson60@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, so I see you pending for free Rx and the VIP Classic, both being for employee only, so the total weekly deduction would be \$25.83 a week.

Speaker speaker_1: Now, now it's basic, basic med- medical health... uh, medical insurance, right?

Speaker speaker_0: So the VIP Classic is basically a hospital indemnity plan. It does provide coverage, like if you were to be admitted to the emergency room, if you have to go to the doctor, um, or if you... like you're admitted to the hospital. Um, it's not major medical insurance, so it's not gonna cover a large-

Speaker speaker_1: No, but it'll... No, but it'll cover like, like, uh, for my, to my family physician, right?

Speaker speaker_0: There is coverage for a physician's office. Yes, sir.

Speaker speaker_1: Okay. That's, that's all I wanted to make sure. I just wanted to make sure that it took and that that's all I was gonna be charged for.

Speaker speaker_0: Okay. Do you have any other questions?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye-bye.