

## **Transcript: VICTORIA**

**Taylor-5134848928727040-4861790393417728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Here's what I call achievement drive. And that's what you need in order to be a life authority, to be five or six at our best. This burning desire to be successful. Thank you for calling Benefits on a Card. This is Victoria. Mm-hmm. How can I help you? Hey, I'm trying to enroll in my insurance. No tears, no worries. What- what Okay. Um, what's the name of the agency you work for? Um, Wagner Solutions. I mean, because getting 100% And the last four of your Social? 8656. Mm-hmm. 8656. You really needed this. And, uh, your first and last name? I'm Ashley Gower. So, we got 10 years on this. Don't be robbing you. All right. Uh- Go for it. ... do you mind verifying your address and date of birth? Mm-mm. Mm-mm. 225 Hardwick Drive, Covington, Georgia 30014. You got to go there. O12189. And also, I need to change my address, too. Mm-hmm. Okay. Uh, what do you need to change it to? 423 James Moore Drive- How many times have I heard that in the last 78 minutes? ... Jackson, Georgia 30233. Right into my brain. My gosh, we would take those blues and I would have taken them. In order just to pass. Doesn't need money. No. Okay. Um, so that was 423 James Moore Drive in Jackson, Georgia 30233? And what can I do for you? You got a new number? Yes, ma'am. What can I do for you? You know where... And then phone number 984-5125. You want to get this off your head. Correct. You want to get this off your head. And then email is, uh, ash, uh, your last name 2007 at gmail. And you want to get this off your head. Yes, ma'am. You really need to know if I 2007. Okay. Um, what are you wanting to enroll into? I want to do the VIP Classic, the dental, and the vision. How in the world did we come to be a lost cause? 20 years. Okay. And are you just wanting that for employee only? Yes, ma'am. We've got it, baby. Yeah. Looks like your, uh, weekly deduction amount would be \$23.92. And let's run this through the money machine. Okay. Let's run it one more time. And then, um, let's see. All right. This is- So it typically takes about one to two weeks for the enrollment to be processed with your payroll. Once you see that- Hold on just a second. That's a million dollar idea. Checkmate. Say that again. Yeah, so I was just saying that enrollment typically takes about one to two weeks, uh, to be processed through payroll. Mm-hmm. So once you see that first deduction being made out of your check, coverage will start the following Monday. Okay. And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Oh my Lord. The ID card for the medical is going to be emailed and then the dental and vision are mailed to you. Okay. It wasn't long before there was 000. Was there anything else you might need help with? How many times have I heard that in the last 48 hours? No, ma'am. That's it. All right. You're good to go on my end. How could he have 000? All right. Thank you. How could he have 000?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Here's what I call achievement drive. And that's what you need in order to be a life authority, to be five or six at our best. This burning desire to be successful.

Speaker speaker\_2: Thank you for calling Benefits on a Card. This is Victoria.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: How can I help you?

Speaker speaker\_3: Hey, I'm trying to enroll in my insurance.

Speaker speaker\_1: No tears, no worries. What- what

Speaker speaker\_4: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_3: Um, Wagner Solutions.

Speaker speaker\_1: I mean, because getting 100%

Speaker speaker\_5: And the last four of your Social?

Speaker speaker\_3: 8656.

Speaker speaker\_1: Mm-hmm. 8656. You really needed this.

Speaker speaker\_5: And, uh, your first and last name?

Speaker speaker\_3: I'm Ashley Gower.

Speaker speaker\_1: So, we got 10 years on this. Don't be robbing you.

Speaker speaker\_5: All right. Uh-

Speaker speaker\_1: Go for it.

Speaker speaker\_5: ... do you mind verifying your address and date of birth?

Speaker speaker\_1: Mm-mm. Mm-mm.

Speaker speaker\_3: 225 Hardwick Drive, Covington, Georgia 30014.

Speaker speaker\_1: You got to go there.

Speaker speaker\_3: O12189. And also, I need to change my address, too.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_5: Okay. Uh, what do you need to change it to?

Speaker speaker\_3: 423 James Moore Drive-

Speaker speaker\_1: How many times have I heard that in the last 78 minutes?

Speaker speaker\_3: ... Jackson, Georgia 30233.

Speaker speaker\_1: Right into my brain. My gosh, we would take those blues and I would have taken them. In order just to pass. Doesn't need money. No.

Speaker speaker\_5: Okay. Um, so that was 423 James Moore Drive in Jackson, Georgia 30233?

Speaker speaker\_1: And what can I do for you? You got a new number?

Speaker speaker\_3: Yes, ma'am. What can I do for you? You know where...

Speaker speaker\_2: And then phone number 984-5125.

Speaker speaker\_1: You want to get this off your head.

Speaker speaker\_3: Correct.

Speaker speaker\_1: You want to get this off your head.

Speaker speaker\_2: And then email is, uh, ash, uh, your last name 2007 at gmail.

Speaker speaker\_1: And you want to get this off your head.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: You really need to know if I 2007.

Speaker speaker\_5: Okay. Um, what are you wanting to enroll into?

Speaker speaker\_3: I want to do the VIP Classic, the dental, and the vision.

Speaker speaker\_1: How in the world did we come to be a lost cause? 20 years.

Speaker speaker\_5: Okay. And are you just wanting that for employee only?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: We've got it, baby. Yeah.

Speaker speaker\_5: Looks like your, uh, weekly deduction amount would be \$23.92.

Speaker speaker\_1: And let's run this through the money machine.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Let's run it one more time.

Speaker speaker\_5: And then, um, let's see.

Speaker speaker\_1: All right. This is-

Speaker speaker\_5: So it typically takes about one to two weeks for the enrollment to be processed with your payroll. Once you see that-

Speaker speaker\_3: Hold on just a second.

Speaker speaker\_1: That's a million dollar idea. Checkmate.

Speaker speaker\_3: Say that again.

Speaker speaker\_5: Yeah, so I was just saying that enrollment typically takes about one to two weeks, uh, to be processed through payroll.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_5: So once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker\_3: Okay.

Speaker speaker\_5: And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_1: Oh my Lord.

Speaker speaker\_5: The ID card for the medical is going to be emailed and then the dental and vision are mailed to you.

Speaker speaker\_3: Okay.

Speaker speaker\_1: It wasn't long before there was 000.

Speaker speaker\_5: Was there anything else you might need help with?

Speaker speaker\_1: How many times have I heard that in the last 48 hours?

Speaker speaker\_3: No, ma'am. That's it.

Speaker speaker\_5: All right. You're good to go on my end.

Speaker speaker\_1: How could he have 000?

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_1: How could he have 000?