

Transcript: VICTORIA

Taylor-5143634685116416-5497499506884608

Full Transcript

Thank you for calling Benefits and a Card, this is Victoria. How can I help you? Hello, Victoria. My name is Elena Martinez. I signed up for, um, insurance through Priority Personnel. My question is, when will I receive the insurance cards? Um, so ID cards are not made until the coverage is active. Um, but once your coverage is active, it typically takes about seven to 10 business days to get those. Um, and just depending on the plan that you chose to- Okay. And then how will I know if it's active? The coverage becomes active the following Monday of your first payroll deduction. Okay. All right. I guess that'll be my next check. 'Cause I already got paid last week. Came out last- Um, we wouldn't know. Okay. All right. Um- So what I was gonna say, couple of things. Mm-hmm. So, we wouldn't know what specific check that's gonna come out of. You're gonna have to keep a close eye on your pay stubs. Okay. When you do see that deduction being made outta your check, coverage will start the following Monday. Um, tell you earlier about your ID cards, depending on the plan that you chose, uh, for medical, it'll either be emailed to you or sent by, uh, mail. Okay. Okay. I believe that that was it. Thank you so much. You're welcome. You have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hello, Victoria. My name is Elena Martinez. I signed up for, um, insurance through Priority Personnel. My question is, when will I receive the insurance cards?

Speaker speaker_0: Um, so ID cards are not made until the coverage is active. Um, but once your coverage is active, it typically takes about seven to 10 business days to get those. Um, and just depending on the plan that you chose to-

Speaker speaker_1: Okay. And then how will I know if it's active?

Speaker speaker_0: The coverage becomes active the following Monday of your first payroll deduction.

Speaker speaker_1: Okay. All right. I guess that'll be my next check. 'Cause I already got paid last week. Came out last-

Speaker speaker_0: Um, we wouldn't know.

Speaker speaker_1: Okay. All right. Um-

Speaker speaker_0: So what I was gonna say, couple of things.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, we wouldn't know what specific check that's gonna come out of. You're gonna have to keep a close eye on your pay stubs.

Speaker speaker_1: Okay.

Speaker speaker_0: When you do see that deduction being made outta your check, coverage will start the following Monday. Um, tell you earlier about your ID cards, depending on the plan that you chose, uh, for medical, it'll either be emailed to you or sent by, uh, mail.

Speaker speaker_1: Okay. Okay. I believe that that was it. Thank you so much.

Speaker speaker_0: You're welcome. You have a good day.

Speaker speaker_1: You too. Bye-bye.