

Transcript: VICTORIA

Taylor-5176484378492928-5972527374450688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Good morning, Victoria. How are you? Good. How are you? Good. I just had a quick question. I- my benefits started, um, yesterday and I was hoping to get access to my ID card or like a policy number, um, so I can start using the benefits. Okay. Um, it typically takes us at least 72 business hours, uh, to have access to the policy information. So we typically don't have, um, access to that until like Thursday or Friday of the week it becomes active. Yeah. Oh, so you can't see anything on your end at all? I mean, I can pull up your file and see. Uh, what's the name of the agency you work for? Um, Creative Circle. And the last four of your Social? 4471. And your first and last name? Kayla Matheny. Okay. Do you mind verifying your address and date of birth? Yes. 1050 Sullivan Avenue, Columbus, Ohio, Birth Date 63, and then 10-08-03. And then phone number is 239-919-2231? Yes, ma'am. Okay. Email is K-A-Y-L-A-R-E-N-E-Eworks@gmail.com? Yes. Okay, give me one second. Thank you very much. So I'm not seeing on my end that your coverage is active. Oh, really? Okay. I see it on my end saying that it's active. Okay. Where are you seeing that at? Um, the dashboard. Begin, begin/end 1/6/2025 with no end date. Offering CRC benefits 2025. Okay. What specific website are you on? Like what's the URL? Mybenefitsinacard.com. Hmm. Yeah, I'm not sure why it's saying that because we haven't received the first payroll deduction for your coverage yet. Um, I see it on my paycheck and I'm looking at the dashboard, the home dashboard portal situation. Like it says, my dashboard, make a payment, past enrollments, coverage calendar, enrollment guide, um, and profile. Okay. Um, what I'm gonna do is I'm gonna send you a email with instructions on how to forward over your pay stub so we can take a look at that and see what's going on. Yeah. Um, and then once we review the pay stub, we'll follow up with you from there. Yeah, absolutely. All right. I will send that to your email. Um, you can just reply to the email. If you want like a screenshot of the pay stub, just make sure it shows the full pay stub and that it's clear. Yeah, absolutely. Okay. Do you need help with anything else? Um, are you gonna stay on the phone and send the email or can I just like send it, 'cause I can send it to you right now. I have it like right in front of me. Okay. Yeah, I mean I just sent that email to you. Um, once you forward it over though, again, we will have to review it and see what's going on and then I would follow up with you from there. Okay. Um, uh, okay, so you'll have to, so you have to go through a review process. That's fine. Um, would I be able to know by the end of the day hopefully? It typically takes about 24 to 48 business hours for a follow-up, but it really just depends on when I get a response about what's going on. Yeah, absolutely, absolutely. I am sending you that pay stub right now. Yeah, I did send it to you. So yeah, keep me posted on, on what that looks like. Will do. Um, was there anything else you might need help with? No, not at all. All right. You have a wonderful day. Thank you

so much. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Good morning, Victoria. How are you?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: Good. I just had a quick question. I- my benefits started, um, yesterday and I was hoping to get access to my ID card or like a policy number, um, so I can start using the benefits.

Speaker speaker_1: Okay. Um, it typically takes us at least 72 business hours, uh, to have access to the policy information. So we typically don't have, um, access to that until like Thursday or Friday of the week it becomes active.

Speaker speaker_2: Yeah. Oh, so you can't see anything on your end at all?

Speaker speaker_1: I mean, I can pull up your file and see. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4471.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Kayla Matheny.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. 1050 Sullivan Avenue, Columbus, Ohio, Birth Date 63, and then 10-08-03.

Speaker speaker_1: And then phone number is 239-919-2231?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Email is K-A-Y-L-A-R-E-N-E-Eworks@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: So I'm not seeing on my end that your coverage is active.

Speaker speaker_2: Oh, really? Okay. I see it on my end saying that it's active.

Speaker speaker_1: Okay. Where are you seeing that at?

Speaker speaker_2: Um, the dashboard. Begin, begin/end 1/6/2025 with no end date. Offering CRC benefits 2025.

Speaker speaker_1: Okay. What specific website are you on? Like what's the URL?

Speaker speaker_2: Mybenefitsinacard.com.

Speaker speaker_1: Hmm. Yeah, I'm not sure why it's saying that because we haven't received the first payroll deduction for your coverage yet.

Speaker speaker_2: Um, I see it on my paycheck and I'm looking at the dashboard, the home dashboard portal situation. Like it says, my dashboard, make a payment, past enrollments, coverage calendar, enrollment guide, um, and profile.

Speaker speaker_1: Okay. Um, what I'm gonna do is I'm gonna send you a email with instructions on how to forward over your pay stub so we can take a look at that and see what's going on.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, and then once we review the pay stub, we'll follow up with you from there.

Speaker speaker_2: Yeah, absolutely.

Speaker speaker_1: All righty. I will send that to your email. Um, you can just reply to the email. If you want like a screenshot of the pay stub, just make sure it shows the full pay stub and that it's clear.

Speaker speaker_2: Yeah, absolutely.

Speaker speaker_1: Okay. Do you need help with anything else?

Speaker speaker_2: Um, are you gonna stay on the phone and send the email or can I just like send it, 'cause I can send it to you right now. I have it like right in front of me.

Speaker speaker_1: Okay. Yeah, I mean I just sent that email to you. Um, once you forward it over though, again, we will have to review it and see what's going on and then I would follow up with you from there.

Speaker speaker_2: Okay. Um, uh, okay, so you'll have to, so you have to go through a review process. That's fine. Um, would I be able to know by the end of the day hopefully?

Speaker speaker_1: It typically takes about 24 to 48 business hours for a follow-up, but it really just depends on when I get a response about what's going on.

Speaker speaker_2: Yeah, absolutely, absolutely. I am sending you that pay stub right now. Yeah, I did send it to you. So yeah, keep me posted on, on what that looks like.

Speaker speaker_1: Will do. Um, was there anything else you might need help with?

Speaker speaker_2: No, not at all.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Thank you so much. Okay.

Speaker speaker_1: Bye-bye.