

## Transcript: VICTORIA

**Taylor-5222398767054848-5453744529653760**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, um, I don't know if this is the right phone number for me to call to enroll for my benefits. Yeah. Uh, what's the name of the agency you work for? Uh, it's called Virgila A. Terra. Gotcha. And the last four of your Social? Uh, 0255. And your first and last name? My first name is Pal. It's P-A-L. Last name Xiong, X-I-O-N-G. And do you mind verifying your address and date of birth? Yes. Uh, my address is 361 Northeast Autumn Rose Way, Apartment F as in Frank. And, um, what else did you need? My date of birth? Your- Oh, it's July, July 9th, 1979. Gotcha. And phone number is 918-852-3153? That's me. Correct. All right. And then email is gonna be first name I-A and then X-I-O-N-G '79 at Gmail. That's me. Correct. Okay. Yeah, so it looks like you have up until the 10th of April to get enrolled. Do you know specifically what you want to enroll into? I do. Okay. Um, so I want the, um, the VIP Plus bundle. Uh, just for employee, just myself. So- Okay. And then, um, and then I'll get dental also, um, as well as disability, um, the life, um, also vision, and, um, just everything, the IDx also, the Social Plus, and the FreeRx. Okay. So I have the VIP Standard bundle, um, I have the dental, the short-term disability, term life, vis- No, I mean the, the VIP, uh, Plus bundle. Oh, okay. Is this- So the VIP Plus. Yeah. And then I have dental, short-term disability, term life, vision, the IDexpert, and the FreeRx for employee only. Correct. Yes. Correct. Okay, so it looks like in total it would be \$56.76 a week. Yes. So from here, it will take about one to two weeks for the enrollment to be processed through your payroll department. So you might not- Okay. ... see that first deduction until two weeks from now. When you do see- Okay. ... it being deducted from your check, the coverage is going to start the following Monday. And then once- Okay. ... the coverage is active, that's when all your policy information and ID cards are made and sent to you within seven to ten business days. Now everything- Okay. ... like your dental, um, and your vision ID cards are gonna be mailed to you. The medical- Okay. ... is gonna be emailed to you, so do keep an eye on your email. Okay. Um- Okay. ... it should be coming from, I don't know the specific email address, but it's gonna be coming from American Public Life. Okay. And then you're also gonna receive an email with instructions on how to set up your account for FreeRx. And then once you get- Okay. ... that account, that online account set up, you'll be able to log into it. And then the ID cards for the FreeRx is gonna be listed on the dashboard of the, uh, the, uh, online account. Okay. All right. Sounds good. And then all I need from you is who did you want to name as the beneficiary for the term life? Oh, okay. Um, that's gonna be my brother. Um, that's my relationship term. And, uh, his name is Rocky. And, uh, same last name. Do you mind, uh, spelling the first name for me? Yes. It's R-O-C-K-Y. Okay. All righty. You said brother. Yes. Okay. All righty. Well, I got you enrolled, uh, and you're all set. Do you have any other questions for me? Oh, no. I mean, forgot everything. Thank you so much. You're welcome. You have a wonderful day. You too. Bye. Thank you. 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: Hi. Um, um, I don't know if this is the right phone number for me to call to enroll for my benefits.

Speaker speaker\_0: Yeah. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, it's called Virgila A. Terra.

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

Speaker speaker\_1: Uh, 0255.

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

Speaker speaker\_1: My first name is Pal. It's P-A-L. Last name Xiong, X-I-O-N-G.

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

Speaker speaker\_1: Yes. Uh, my address is 361 Northeast Autumn Rose Way, Apartment F as in Frank. And, um, what else did you need? My date of birth?

Speaker speaker\_0: Your-

Speaker speaker\_1: Oh, it's July, July 9th, 1979.

Speaker speaker\_0: Gotcha. And phone number is 918-852-3153?

Speaker speaker\_1: That's me. Correct.

Speaker speaker\_0: All right. And then email is gonna be first name I-A and then X-I-O-N-G '79 at Gmail.

Speaker speaker\_1: That's me. Correct.

Speaker speaker\_0: Okay. Yeah, so it looks like you have up until the 10th of April to get enrolled. Do you know specifically what you want to enroll into?

Speaker speaker\_1: I do.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, so I want the, um, the VIP Plus bundle. Uh, just for employee, just myself. So-

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then, um, and then I'll get dental also, um, as well as disability, um, the life, um, also vision, and, um, just everything, the IDx also, the Social Plus, and the

FreeRx.

Speaker speaker\_0: Okay. So I have the VIP Standard bundle, um, I have the dental, the short-term disability, term life, vis-

Speaker speaker\_1: No, I mean the, the VIP, uh, Plus bundle.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Is this-

Speaker speaker\_0: So the VIP Plus.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then I have dental, short-term disability, term life, vision, the IDexpert, and the FreeRx for employee only.

Speaker speaker\_1: Correct. Yes. Correct.

Speaker speaker\_0: Okay, so it looks like in total it would be \$56.76 a week.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So from here, it will take about one to two weeks for the enrollment to be processed through your payroll department. So you might not-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... see that first deduction until two weeks from now. When you do see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it being deducted from your check, the coverage is going to start the following Monday. And then once-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the coverage is active, that's when all your policy information and ID cards are made and sent to you within seven to ten business days. Now everything-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... like your dental, um, and your vision ID cards are gonna be mailed to you. The medical-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is gonna be emailed to you, so do keep an eye on your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it should be coming from, I don't know the specific email address, but it's gonna be coming from American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then you're also gonna receive an email with instructions on how to set up your account for FreeRx. And then once you get-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that account, that online account set up, you'll be able to log into it. And then the ID cards for the FreeRx is gonna be listed on the dashboard of the, uh, the, uh, online account.

Speaker speaker\_1: Okay. All right. Sounds good.

Speaker speaker\_0: And then all I need from you is who did you want to name as the beneficiary for the term life?

Speaker speaker\_1: Oh, okay. Um, that's gonna be my brother. Um, that's my relationship term. And, uh, his name is Rocky. And, uh, same last name.

Speaker speaker\_0: Do you mind, uh, spelling the first name for me?

Speaker speaker\_1: Yes. It's R-O-C-K-Y.

Speaker speaker\_0: Okay. All righty. You said brother.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All righty. Well, I got you enrolled, uh, and you're all set. Do you have any other questions for me?

Speaker speaker\_1: Oh, no. I mean, forgot everything. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Bye.

Speaker speaker\_0: Thank you. Bye-bye.