

## **Transcript: VICTORIA**

**Taylor-5239357721198592-6321483153588224**

### **Full Transcript**

Thank you for calling Benefits and Acquire. This is Victoria. How can I help you? Hi here, Victoria. Um, I was trying to see if there's a way I could get my, um, I guess insurance ID number or whatever. Okay. Um- 'Cause they, they had switched over and it starts today and I have an appointment. And I was with the old benefit but they said my insurance... So I'm trying to see if there's information I can get, uh, information for my insurance card or have it, uh, emailed to me, a copy of my insurance card. Okay. What's the name of the agency you work for? Uh, Tim Stamp. And the last four of your Social? 9387. Okay. Let's see. And what's your first and last name? My first name is Latina, L-A-T-I-N-A. Last name is Steward, S-T-E-W-A-R-D. Okay. And, uh, do you mind verifying your address and date of birth? Yes. It's 209 Mississippi Avenue, Grenada, Mississippi 38901. Date of birth is 8/7/1974. And the phone number is 662-417-0516? Hm? Your phone number, is it 662- Oh, 66- ... 417- It's, uh, my phone number is 662-877-1460. It had changed. Okay. They called and said and I want to change my address, uh, over there too. Okay. Let me make sure I got your phone number. It's 662-877, what was the last four? 1460. Okay. And what does the address need to be? It says Mississippi Avenue, standing 209212. Okay. Give me one second. Okay. So 212 Mississippi Avenue? Yes, ma'am. All right. And then email address is gonna be L-W-A-S-H74@emerson.com? Yes, ma'am. Okay. So I don't see that your coverage is active just yet. Um, the coverage will become active the following Monday of your first payroll deduction. Now ID cards are not made and sent until after the coverage is active. It typically takes about seven to 10 business days to get those. Okay, that ain't what this, that ain't what this letter said. Okay. Okay. Yeah, so we won't have, we won't have, um, access to the ID cards on our end un- unless... Um, excuse me. Until at least 72 business hours of the coverage being active. Then we should be able to download them and send them to you by email. Okay, 'cause this letter said s- since I was already under the other plan, that I got paid Friday since they were... my stuff was already payroll deducted. Since if I, I, you know, since I got paid on the 4th and it was deducted that we would be covered on the 7th. Yeah, I don't see that we've received any deductions for you. So they hadn't. Okay then. Yes, ma'am. You can always, uh, check your actual pay stub and it should show you if the deduction was made or not. But I don't see any deductions being reported to us. Okay. Was there anything else- Okay. ... you might need help with? Uh, that's it. Okay. You have a wonderful day. You too. Thank you. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Acquire. This is Victoria. How can I help you?

Speaker speaker\_1: Hi here, Victoria. Um, I was trying to see if there's a way I could get my, um, I guess insurance ID number or whatever.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: 'Cause they, they had switched over and it starts today and I have an appointment. And I was with the old benefit but they said my insurance... So I'm trying to see if there's information I can get, uh, information for my insurance card or have it, uh, emailed to me, a copy of my insurance card.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Tim Stamp.

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

Speaker speaker\_1: 9387.

Speaker speaker\_0: Okay. Let's see. And what's your first and last name?

Speaker speaker\_1: My first name is Latina, L-A-T-I-N-A. Last name is Steward, S-T-E-W-A-R-D.

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

Speaker speaker\_1: Yes. It's 209 Mississippi Avenue, Grenada, Mississippi 38901. Date of birth is 8/7/1974.

Speaker speaker\_0: And the phone number is 662-417-0516?

Speaker speaker\_1: Hm?

Speaker speaker\_0: Your phone number, is it 662-

Speaker speaker\_1: Oh, 66-

Speaker speaker\_0: ... 417-

Speaker speaker\_1: It's, uh, my phone number is 662-877-1460. It had changed.

Speaker speaker\_0: Okay.

Speaker speaker\_1: They called and said and I want to change my address, uh, over there too.

Speaker speaker\_0: Okay. Let me make sure I got your phone number. It's 662-877, what was the last four?

Speaker speaker\_1: 1460.

Speaker speaker\_0: Okay. And what does the address need to be?

Speaker speaker\_1: It says Mississippi Avenue, standing 209212.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So 212 Mississippi Avenue?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. And then email address is gonna be L-W-A-S-H74@emerson.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So I don't see that your coverage is active just yet. Um, the coverage will become active the following Monday of your first payroll deduction. Now ID cards are not made and sent until after the coverage is active. It typically takes about seven to 10 business days to get those.

Speaker speaker\_1: Okay, that ain't what this, that ain't what this letter said. Okay. Okay.

Speaker speaker\_0: Yeah, so we won't have, we won't have, um, access to the ID cards on our end un- unless... Um, excuse me. Until at least 72 business hours of the coverage being active. Then we should be able to download them and send them to you by email.

Speaker speaker\_1: Okay, 'cause this letter said s- since I was already under the other plan, that I got paid Friday since they were... my stuff was already payroll deducted. Since if I, I, you know, since I got paid on the 4th and it was deducted that we would be covered on the 7th.

Speaker speaker\_0: Yeah, I don't see that we've received any deductions for you.

Speaker speaker\_1: So they hadn't. Okay then.

Speaker speaker\_0: Yes, ma'am. You can always, uh, check your actual pay stub and it should show you if the deduction was made or not. But I don't see any deductions being reported to us.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you might need help with?

Speaker speaker\_1: Uh, that's it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you. Bye.