

Transcript: VICTORIA

Taylor-5252855398580224-5723068418146304

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Uh, I was calling to see if I have an account with you guys yet. Okay. Uh, what's the name of the agency you work for? It is Surge Staffing. And the last four of your Social? 7604. And your first last name? Robert Perkins. Okay. Um, I believe I have a file for you. Do you mind verifying your address and date of birth? Uh, 5134 Georgetown Road, Lot 24, and birthday is 04-26-93. Okay. And you said the address should be 5134? Yeah, 5134 Georgetown Road. Yes. Okay. Phone number 502-492-1300? Yes. And then email is raptor7674 at Gmail? 7604. 7604? Hello? Hello? Hello? I'm sorry. The phone went out. Is it 7604? Yes. Okay. Yeah, I mean I do have a file for you here. It looks like you're enrolled into the VIP Classic Dental and the Vision for you and your family. All right. Do I get, uh, cards from you guys? Yes, once the coverage is active. Currently, your coverage is not active yet. So coverage will become active the following Monday of your first payroll deduction. And then once it is active, that's when ID cards are made and sent to you which typically takes about seven to 10 business days to get. All right. When does my account become active? I mean, I've already but no deductions have been made yet. So no deductions have been taken out of your check for the coverage? Yeah. So how do I get... Once- How do I go about getting that started? Well, I mean, okay, so it's... it depends on your payroll. You're already enrolled. You can take up to two weeks after enrolling before that first deduction is made but ultimately payroll makes those deductions. Okay. So I would just keep an eye on your pay stubs. Whenever you do see that first deduction being made out of your check for the enrollment, coverage will start the following Monday. Okay. That's fine. I didn't know if it was something I had to do on my end at all. Nope, you're already enrolled. We're just waiting on payroll to make the first deduction. All right. Sounds good. Did you need help with anything else? Uh, nope. Not as of yet. Okay. You have a wonderful day. All right. Thank you. 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: Hey, Victoria. Uh, I was calling to see if I have an account with you guys yet.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: It is Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7604.

Speaker speaker_0: And your first last name?

Speaker speaker_1: Robert Perkins.

Speaker speaker_0: Okay. Um, I believe I have a file for you. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 5134 Georgetown Road, Lot 24, and birthday is 04-26-93.

Speaker speaker_0: Okay. And you said the address should be 5134?

Speaker speaker_1: Yeah, 5134 Georgetown Road. Yes.

Speaker speaker_0: Okay. Phone number 502-492-1300?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is raptor7674 at Gmail?

Speaker speaker_1: 7604.

Speaker speaker_0: 7604? Hello? Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: I'm sorry. The phone went out. Is it 7604?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, I mean I do have a file for you here. It looks like you're enrolled into the VIP Classic Dental and the Vision for you and your family.

Speaker speaker_1: All right. Do I get, uh, cards from you guys?

Speaker speaker_0: Yes, once the coverage is active. Currently, your coverage is not active yet. So coverage will become active the following Monday of your first payroll deduction. And then once it is active, that's when ID cards are made and sent to you which typically takes about seven to 10 business days to get.

Speaker speaker_1: All right. When does my account become active? I mean, I've already but no deductions have been made yet.

Speaker speaker_0: So no deductions have been taken out of your check for the coverage?

Speaker speaker_1: Yeah. So how do I get...

Speaker speaker_0: Once-

Speaker speaker_1: How do I go about getting that started?

Speaker speaker_0: Well, I mean, okay, so it's... it depends on your payroll. You're already enrolled. You can take up to two weeks after enrolling before that first deduction is made but ultimately payroll makes those deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: So I would just keep an eye on your pay stubs. Whenever you do see that first deduction being made out of your check for the enrollment, coverage will start the following Monday.

Speaker speaker_1: Okay. That's fine. I didn't know if it was something I had to do on my end at all.

Speaker speaker_0: Nope, you're already enrolled. We're just waiting on payroll to make the first deduction.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: Uh, nope. Not as of yet.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Bye-bye.