

## **Transcript: VICTORIA**

**Taylor-5362265230065664-6612116014022656**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yeah, hi. Um, I work with a temp agency and they just gave me, you guys tried to call me and I'm calling you back. Um, I was eligible for benefits and they wanted me to call and to, uh, choose which plan I needed. Okay. Um, what is the name of the agency you work for? Firstella. Or, give, give me one second. Yeah, Firstella. Okay. And the last four of your social? 1656. And your first and last name? Matthew Hedgren. H-e-d-g-r-e-n. Do you mind verifying your address and date of birth? Um, is it a Aurora address or is it a, um, Sandwich address? Looks like I have the Aurora. Uh, 7 South Scope Avenue. Um, Aurora Apartment 13, I think it's, 05. Uh, Aurora, Illinois, 606 first. 60506. Okay. Phone number is 331-999-8684. Perfect. And then email is gonna be your first initial last name at yahoo.com. Perfect. Okay. So, it looks like we are extending the window for you to get enrolled up until the end of day, uh, tomorrow, the 30th. Perfect. Let's do it right now. Okay. What plans are you wanting? Uh, I saw the, I think, what was it, \$37 a week? I'm a diabetic so I need prescription coverage, so... I could look at the Plus plan. Okay, and... Okay. The, are you referring to the VIP Plus bundle- Yeah. ... that's 36.97 a week for employee only? Perfect. Mm-hmm. Okay. Was there anything else you wanted to enroll into? Uh, what am, what am I eligible to enroll in? Is there, uh, dental and vision? Yep. There's dental, short-term disability, term life, vision, um, an ID experts, which is like a anti-fraud policy, and then FreeRx which is like a prescription plan. Um, I just needed the dent- the dental. Okay. So the VIP Plus bundle and dental for employee only? Yep. Okay. So you're looking at a total of \$40.60 a week. Perfect. And then from here it's gonna take about one to two weeks for the enrollment to be processed through your payroll. Okay. So you may not see the first deduction until two weeks from now. Okay. Whenever that deduction is made out of your check, coverage will start the following Monday. And then once the coverage is active, that's when your ID cards and, uh, policy information is made and sent to you which typically takes about seven to ten business days. Perfect. Now, the ID card for the VIP Plus is going to be emailed to you, so keep an eye on your email. But the dental is gonna come by mail. Awesome. Yes, sir. Was there anything else you might need help with? No, you've been great. I really appreciate it. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. All right, 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: Yeah, hi. Um, I work with a temp agency and they just gave me, you guys tried to call me and I'm calling you back. Um, I was eligible for benefits and they wanted me to call and to, uh, choose which plan I needed.

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: Firstella. Or, give, give me one second. Yeah, Firstella.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: 1656.

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

Speaker speaker\_1: Matthew Hedgren. H-e-d-g-r-e-n.

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

Speaker speaker\_1: Um, is it a Aurora address or is it a, um, Sandwich address?

Speaker speaker\_0: Looks like I have the Aurora.

Speaker speaker\_1: Uh, 7 South Scope Avenue. Um, Aurora Apartment 13, I think it's, 05. Uh, Aurora, Illinois, 606 first. 60506.

Speaker speaker\_0: Okay. Phone number is 331-999-8684.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: And then email is gonna be your first initial last name at yahoo.com.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Okay. So, it looks like we are extending the window for you to get enrolled up until the end of day, uh, tomorrow, the 30th.

Speaker speaker\_1: Perfect. Let's do it right now.

Speaker speaker\_0: Okay. What plans are you wanting?

Speaker speaker\_1: Uh, I saw the, I think, what was it, \$37 a week? I'm a diabetic so I need prescription coverage, so... I could look at the Plus plan.

Speaker speaker\_0: Okay, and... Okay. The, are you referring to the VIP Plus bundle-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... that's 36.97 a week for employee only?

Speaker speaker\_1: Perfect. Mm-hmm.

Speaker speaker\_0: Okay. Was there anything else you wanted to enroll into?

Speaker speaker\_1: Uh, what am, what am I eligible to enroll in? Is there, uh, dental and vision?

Speaker speaker\_0: Yep. There's dental, short-term disability, term life, vision, um, an ID experts, which is like a anti-fraud policy, and then FreeRx which is like a prescription plan.

Speaker speaker\_1: Um, I just needed the dent- the dental.

Speaker speaker\_0: Okay. So the VIP Plus bundle and dental for employee only?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So you're looking at a total of \$40.60 a week.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: And then from here it's gonna take about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you may not see the first deduction until two weeks from now.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Whenever that deduction is made out of your check, coverage will start the following Monday. And then once the coverage is active, that's when your ID cards and, uh, policy information is made and sent to you which typically takes about seven to ten business days.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Now, the ID card for the VIP Plus is going to be emailed to you, so keep an eye on your email. But the dental is gonna come by mail.

Speaker speaker\_1: Awesome.

Speaker speaker\_0: Yes, sir. Was there anything else you might need help with?

Speaker speaker\_1: No, you've been great. I really appreciate it.

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

Speaker speaker\_1: You too.

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

Speaker speaker\_1: All right, bye.