

Transcript: VICTORIA

Taylor-5381298802835456-5271398810566656

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Y- Sorry. Hi. Good afternoon. Um, my name is Rachel, and I have quick questions. So I, um, for... I was... I had the option to enroll for, um, for the benefits or to waive it. I had decided to waive it, but I did change my mind, and I was wondering, can I go ahead... Can we go ahead and process it so I can, um, enroll for the m- for the benefits? Okay. What's the name of the agency you work for? Um, it's North. And the last four of your social? Would be 6665. Okay. And let's see. I'm sorry, your first and last name? Rachel Soriano. And then if you will verify your address and date of birth. Cor- okay. Um, my address is 2107 Flagstone Terrace, um, Houston, Texas 77017. And then date of birth is 02/17/96. And then phone number is 466-9408? Correct. All right, and then, uh, email's gonna be first name_last name@ymail.com? Correct. All right. Let me see. Yeah. So technically you have until the 30th of April to enroll, um, so what were you wanting to enroll into? Okay. I was... I decided that I wanted to enroll into dental and then also do the, um, Stay Health- Healthy Plan. Okay. The dental and Stay Healthy. Are you just wanting that for employee only? Correct, just employee. Okay. Was there anything else? No, that would be it. Okay. So it looks like weekly, um, it would be a total of \$20.16 that will be deducted. Okay. Um, now it does typically take about one to two weeks for that to be processed through your payroll department, um, so you probably won't see that first deduction come out until two weeks from now. Once you do, coverage will start the following Monday. And then, uh, ID cards are made and sent to you within seven to ten business days. Gotcha, okay. Of them being active. Mm-hmm. So from the date... So from that first Monday, it could... It would come from seven to ten business days, correct? So once the coverage becomes active, which is the following Monday of your first payroll deduction, it'll then take about seven to ten business days to get the ID cards. Okay, perfect. Okay, sounds good. Now, I have another question. Um, I'm gonna be doing some... getting some dental work in the next... in the next couple of days. So how would I... is there a way for me to backtrack and reapply on that, or no? I would just- Unfortunately, no. Got you. Okay. Yeah, 'cause coverage isn't... is not gonna even become active until the following Monday of your first payroll deduction, which can take about two weeks to happen from now. Got it. Okay. No problems, that's fine. Yes, ma'am. Okay, awesome. And then, um, and then you said just to, just to clarify, um, so it could take one or two weeks, and then I should be receiving a card after we, I see the first, um, deduction on my paycheck, correct? Okay. So it, it's gonna take up to two weeks from now before that first deduction is made out of your check, so it might be taken out next week or the following week. Gotcha, okay. Whenever you do see that first deduction, the coverage then will start the following Monday. Got it. And then that Monday that the coverage becomes active is when it'll take about seven to ten business days to get the ID cards. Got it. Okay. That makes sense, and that's why I keep repeating, just to make sure that I'm

comprehending correctly. No, I understand. Okay, sounds good. All right, good. Okay, great. No, that's fine. Do I get, um... I know since, since we did it over the phone, am I gonna get some kind of email letting me know that I did get enrolled and then I just have to wait for the process to kick in, or...? Um, I can put together a confirmation for you, um, but we are a little short-staffed, so it might take me a few moments to put that together and send it. But yeah, I can send you a confirmation. Okay, that would be perfect. No, that's fine. As long as I can get it before the... before this week is over, I'm, I'm fine. Okay. All righty. I will go ahead and try to get that put together for you and send it, send it to your email. Okay, perfect. Thank you very much. You're welcome. You have a wonderful day. Oh, you too. Bye-bye. Bye-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: Y- Sorry. Hi. Good afternoon. Um, my name is Rachel, and I have quick questions. So I, um, for... I was... I had the option to enroll for, um, for the benefits or to waive it. I had decided to waive it, but I did change my mind, and I was wondering, can I go ahead... Can we go ahead and process it so I can, um, enroll for the m- for the benefits?

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, it's North.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Would be 6665.

Speaker speaker_0: Okay. And let's see. I'm sorry, your first and last name?

Speaker speaker_1: Rachel Soriano.

Speaker speaker_0: And then if you will verify your address and date of birth.

Speaker speaker_1: Cor- okay. Um, my address is 2107 Flagstone Terrace, um, Houston, Texas 77017. And then date of birth is 02/17/96.

Speaker speaker_0: And then phone number is 466-9408?

Speaker speaker_1: Correct.

Speaker speaker_0: All right, and then, uh, email's gonna be first name_last name@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Let me see. Yeah. So technically you have until the 30th of April to enroll, um, so what were you wanting to enroll into?

Speaker speaker_1: Okay. I was... I decided that I wanted to enroll into dental and then also do the, um, Stay Health- Healthy Plan.

Speaker speaker_0: Okay. The dental and Stay Healthy. Are you just wanting that for employee only?

Speaker speaker_1: Correct, just employee.

Speaker speaker_0: Okay. Was there anything else?

Speaker speaker_1: No, that would be it.

Speaker speaker_0: Okay. So it looks like weekly, um, it would be a total of \$20.16 that will be deducted.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now it does typically take about one to two weeks for that to be processed through your payroll department, um, so you probably won't see that first deduction come out until two weeks from now. Once you do, coverage will start the following Monday. And then, uh, ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Gotcha, okay.

Speaker speaker_0: Of them being active.

Speaker speaker_1: Mm-hmm. So from the date... So from that first Monday, it could... It would come from seven to ten business days, correct?

Speaker speaker_0: So once the coverage becomes active, which is the following Monday of your first payroll deduction, it'll then take about seven to ten business days to get the ID cards.

Speaker speaker_1: Okay, perfect. Okay, sounds good. Now, I have another question. Um, I'm gonna be doing some... getting some dental work in the next... in the next couple of days. So how would I... is there a way for me to backtrack and reapply on that, or no? I would just-

Speaker speaker_0: Unfortunately, no.

Speaker speaker_1: Got you. Okay.

Speaker speaker_0: Yeah, 'cause coverage isn't... is not gonna even become active until the following Monday of your first payroll deduction, which can take about two weeks to happen from now.

Speaker speaker_1: Got it. Okay. No problems, that's fine.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, awesome. And then, um, and then you said just to, just to clarify, um, so it could take one or two weeks, and then I should be receiving a card after we, I see the first, um, deduction on my paycheck, correct?

Speaker speaker_0: Okay. So it, it's gonna take up to two weeks from now before that first deduction is made out of your check, so it might be taken out next week or the following week.

Speaker speaker_1: Gotcha, okay.

Speaker speaker_0: Whenever you do see that first deduction, the coverage then will start the following Monday.

Speaker speaker_1: Got it.

Speaker speaker_0: And then that Monday that the coverage becomes active is when it'll take about seven to ten business days to get the ID cards.

Speaker speaker_1: Got it. Okay. That makes sense, and that's why I keep repeating, just to make sure that I'm comprehending correctly.

Speaker speaker_0: No, I understand.

Speaker speaker_1: Okay, sounds good. All right, good. Okay, great. No, that's fine. Do I get, um... I know since, since we did it over the phone, am I gonna get some kind of email letting me know that I did get enrolled and then I just have to wait for the process to kick in, or...?

Speaker speaker_0: Um, I can put together a confirmation for you, um, but we are a little short-staffed, so it might take me a few moments to put that together and send it. But yeah, I can send you a confirmation.

Speaker speaker_1: Okay, that would be perfect. No, that's fine. As long as I can get it before the... before this week is over, I'm, I'm fine.

Speaker speaker_0: Okay. All righty. I will go ahead and try to get that put together for you and send it, send it to your email.

Speaker speaker_1: Okay, perfect. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Oh, you too. Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.