

## Transcript: VICTORIA

**Taylor-5418961020076032-5820169333456896**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. How are you? Good. How are you? Good. Uh, my name is Telesa Bogle and I'm a... oh, now a former employee of OnTrack Sasa and, um, finally the premiums started coming out of my paycheck. So now my benefits are officially active. So my question is, 'cause I've never gotten any information or anything, um, I was wanting to know who the dental carrier is. Um, it should be with American Public Life. Okay. Is there some information I can be sent that I can give to my dentist? Um, I can try and pull up your file. They can send me an email. Yeah. Okay. I can try pulling up your file and see if your ID cards are ready. What's the last four of your Social? 7113. And your first and last name again? Telesa, T as in Tango, E-L-E-S-A, Bogle, B-O-G-L-E. Okay. Do you mind verifying your address and date of birth? Sure. 11774 4003 RGB Cannon Drive, La Vergne, Tennessee 37086. Okay. And then phone number 615-924-2844? Yes. And then email is firstname.lastname@gmail.com? Right. Okay. So it looks like your coverage just became active today. Um, so once the coverage becomes active, that's when the policy information's being made. Um, and it typically takes us at least 72 business hours to have access to those ID cards. Mm-hmm. Okay. So as of right now, we don't have access to them, but if you want to call us back Thursday or Friday of this week, we should be able to pull them and email them to you. Okay. So you wouldn't even have no idea what the, uh, subscriber ID or anything is until you have those cards? Yeah. We won't... As of right now, we don't have anything in the system for you just yet with it just becoming active today. Okay. All right. I will call back. All righty. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. How are you?

Speaker speaker\_1: Good. How are you?

Speaker speaker\_2: Good. Uh, my name is Telesa Bogle and I'm a... oh, now a former employee of OnTrack Sasa and, um, finally the premiums started coming out of my paycheck. So now my benefits are officially active. So my question is, 'cause I've never gotten any information or anything, um, I was wanting to know who the dental carrier is.

Speaker speaker\_1: Um, it should be with American Public Life.

Speaker speaker\_2: Okay. Is there some information I can be sent that I can give to my dentist?

Speaker speaker\_1: Um, I can try and pull up your file.

Speaker speaker\_2: They can send me an email.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I can try pulling up your file and see if your ID cards are ready. What's the last four of your Social?

Speaker speaker\_2: 7113.

Speaker speaker\_1: And your first and last name again?

Speaker speaker\_2: Telesa, T as in Tango, E-L-E-S-A, Bogle, B-O-G-L-E.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. 11774 4003 RGB Cannon Drive, La Vergne, Tennessee 37086.

Speaker speaker\_1: Okay. And then phone number 615-924-2844?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is firstname.lastname@gmail.com?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay. So it looks like your coverage just became active today. Um, so once the coverage becomes active, that's when the policy information's being made. Um, and it typically takes us at least 72 business hours to have access to those ID cards.

Speaker speaker\_2: Mm-hmm. Okay.

Speaker speaker\_1: So as of right now, we don't have access to them, but if you want to call us back Thursday or Friday of this week, we should be able to pull them and email them to you.

Speaker speaker\_2: Okay. So you wouldn't even have no idea what the, uh, subscriber ID or anything is until you have those cards?

Speaker speaker\_1: Yeah. We won't... As of right now, we don't have anything in the system for you just yet with it just becoming active today.

Speaker speaker\_2: Okay. All right. I will call back.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.