

## Transcript: VICTORIA

**Taylor-5463187101630464-6517857978990592**

### 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. My name is Shantel Patterson. Um, I was calling because I called and signed up for vision and dental and a gentleman told me that, um, it would start... The benefits would start January the 6th. However, I haven't received any card. Okay. Yeah. So I know ID cards are not made and sent to you until the coverage is actually active. Um, so let me pull up your file and see what's going on. Um, what's the name of the agency you work for again? ATC. Okay. And the last four of your Social? 8725. Gotcha. And first name is Shantel, last name is Patterson? Yes. All right. Do you mind verifying your address and date of birth? Sure. 104 Iron Court, Summerville, South Carolina 29486. 02/18/1979. Okay. So the zip code is 29486? Correct. Okay. That might be it, 'cause we had 29483. Um, so let's see. And then phone number 843-364-1314? Correct. And then email is S-H-O-U-R-P-A-G... Or, I'm sorry, P-A-J-E-S@att.net? Correct. Okay. Um, just do... Okay, gotcha. So I see your coverage just became active this Monday the 13th. Um- Okay. So, it typically takes about seven to 10 business days of the coverage being active to get that. But let me do this. Let me go ahead and make sure the zip code is up to date in all of our systems, and then I can try and send you digital copies of the ID cards if they're available. Okay, thank you. I'll be right back. Okay. Thank you. You're welcome. All right. Thank you so much this morning. Um, so I was able to download your dental and vision ID card and send it to your email. However, I- Mm-hmm. ... did notice the dental ID card is, um, showing just coverage for employee only instead of employee plus spouse. So I'm gonna have that updated, and I'm gonna have to follow up with you once I get a updated copy of the ID card. Um, but if you- Okay. ... still need to use the coverage for yourself, you should be able to use it with the, the same information that's on there. Um... Okay. And then, just to make sure I have the full mailing address correct, it's 104 Iron Court. And is that in Summerville, South Carolina? Yes. Okay. And then 29486? Yes. Okay. All righty. Um, so like I said, I am gonna go ahead and reach out so I can get the ID card for dental updated. Um, and then as soon as I get a copy of the updated copy, I will follow up with you from there. Mm-hmm. I wonder when they can change it this year. I'm sorry? I said I wonder when they can change it because ... before. Okay. Thank you. Yeah. And so I have the dental and the vision. Uh, is there life on there as well too or just the dental and the vision? Yeah. So the term life doesn't come with an ID card. Um, but I can give you- Right. ... like the policy number for the term life. Mm-mm. I mean, uh, you won't be able to email that? I'm sorry? You won't be able to email that information as well? Um, yeah. I mean, I can send you another email with that information. Okay. Thank you. I, I would appreciate it. Sure. Uh, was there anything else you might need help with? Uh, no, ma'am. That's all. All righty. You have a wonderful day. You as well. Thank you. Thank you. Bye-bye. Okay.

## 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. My name is Shantel Patterson. Um, I was calling because I called and signed up for vision and dental and a gentleman told me that, um, it would start... The benefits would start January the 6th. However, I haven't received any card.

Speaker speaker\_1: Okay. Yeah. So I know ID cards are not made and sent to you until the coverage is actually active. Um, so let me pull up your file and see what's going on. Um, what's the name of the agency you work for again?

Speaker speaker\_2: ATC.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 8725.

Speaker speaker\_1: Gotcha. And first name is Shantel, last name is Patterson?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Sure. 104 Iron Court, Summerville, South Carolina 29486. 02/18/1979.

Speaker speaker\_1: Okay. So the zip code is 29486?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. That might be it, 'cause we had 29483. Um, so let's see. And then phone number 843-364-1314?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is S-H-O-U-R-P-A-G... Or, I'm sorry, P-A-J-E-S@att.net?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, just do... Okay, gotcha. So I see your coverage just became active this Monday the 13th. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, it typically takes about seven to 10 business days of the coverage being active to get that. But let me do this. Let me go ahead and make sure the zip code is up to date in all of our systems, and then I can try and send you digital copies of the ID cards if they're available.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: I'll be right back.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. All right. Thank you so much this morning. Um, so I was able to download your dental and vision ID card and send it to your email. However, I-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... did notice the dental ID card is, um, showing just coverage for employee only instead of employee plus spouse. So I'm gonna have that updated, and I'm gonna have to follow up with you once I get a updated copy of the ID card. Um, but if you-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... still need to use the coverage for yourself, you should be able to use it with the, the same information that's on there. Um...

Speaker speaker\_3: Okay.

Speaker speaker\_1: And then, just to make sure I have the full mailing address correct, it's 104 Iron Court. And is that in Summerville, South Carolina?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. And then 29486?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. All righty. Um, so like I said, I am gonna go ahead and reach out so I can get the ID card for dental updated. Um, and then as soon as I get a copy of the updated copy, I will follow up with you from there.

Speaker speaker\_3: Mm-hmm. I wonder when they can change it this year.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_3: I said I wonder when they can change it because ... before.

Speaker speaker\_4: Okay. Thank you. Yeah.

Speaker speaker\_3: And so I have the dental and the vision. Uh, is there life on there as well too or just the dental and the vision?

Speaker speaker\_1: Yeah. So the term life doesn't come with an ID card. Um, but I can give you-

Speaker speaker\_3: Right.

Speaker speaker\_1: ... like the policy number for the term life.

Speaker speaker\_3: Mm-mm. I mean, uh, you won't be able to email that?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_3: You won't be able to email that information as well?

Speaker speaker\_1: Um, yeah. I mean, I can send you another email with that information.

Speaker speaker\_3: Okay. Thank you. I, I would appreciate it.

Speaker speaker\_1: Sure. Uh, was there anything else you might need help with?

Speaker speaker\_3: Uh, no, ma'am. That's all.

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

Speaker speaker\_3: You as well. Thank you.

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

Speaker speaker\_3: Okay.