

Transcript: VICTORIA

Taylor-5469663803129856-4765147113897984

Full Transcript

Thank you for calling Benefits on Demand. This is Victoria. How can I help you? Uh, yes, ma'am. My name is Tommy Montgomery. Uh, my interest this week, it started coming out of my check. I work with Sis -- Superior Steel Trades, SST. And I was told I could call and get y'all to send me some cards in the mail. Okay. What's the name of the agency you work for again? SST, Superior Steel Trades. And the last four of your Social? 1758. All right. And I'm sorry, your first and last name again? Tommy Montgomery. And do you mind verifying your mailing address as well as your date of birth? Uh, my mailing address is 6070 Mason Road, Biloxi, Mississippi 39532. My date birth is 2/24/1966. And then phone number is going to be 228-234-8842? Correct. Then email is montgomerytommy, the number five, @gmail.com. That's correct. Okay. And you're trying to get, uh, copies of your ID cards? Yes. Okay. So it looks like your coverage just became active today. So once the coverage becomes active, that is when your policy information and ID cards are made. We do not yet have access to your policy information. It typically takes about 72 business hours for us to get access to that. Okay. So if you were to- Okay. ... try and call us back Thursday, we should be able to email you copies. Okay. All right. Thank you. You're welcome. Did you need help with anything else? Hello? Hello? Tommy, did you need help with anything else? Disconnecting call due to no response.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Demand. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, ma'am. My name is Tommy Montgomery. Uh, my interest this week, it started coming out of my check. I work with Sis -- Superior Steel Trades, SST. And I was told I could call and get y'all to send me some cards in the mail.

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

Speaker speaker_1: SST, Superior Steel Trades.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1758.

Speaker speaker_0: All right. And I'm sorry, your first and last name again?

Speaker speaker_1: Tommy Montgomery.

Speaker speaker_0: And do you mind verifying your mailing address as well as your date of birth?

Speaker speaker_1: Uh, my mailing address is 6070 Mason Road, Biloxi, Mississippi 39532. My date birth is 2/24/1966.

Speaker speaker_0: And then phone number is going to be 228-234-8842?

Speaker speaker_1: Correct.

Speaker speaker_0: Then email is montgomerytommy, the number five, @gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And you're trying to get, uh, copies of your ID cards?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like your coverage just became active today. So once the coverage becomes active, that is when your policy information and ID cards are made. We do not yet have access to your policy information. It typically takes about 72 business hours for us to get access to that.

Speaker speaker_1: Okay.

Speaker speaker_0: So if you were to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... try and call us back Thursday, we should be able to email you copies.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else? Hello? Hello? Tommy, did you need help with anything else? Disconnecting call due to no response.