

Transcript: VICTORIA

Taylor-5489723159658496-5253601024327680

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I needed to see if it's too late to sign up for insurance. I thought... I think it's today or tomorrow, I'm not sure. What's the name of the agency you work for? Uh, I work through, uh, Hamilton Riker. And the last four of your social? 3475. And your first and last name? Uh, Shane Ingellis. I-N-G-E-L-L-I-S. Okay. Do you mind verifying your address and date of birth? Uh, 50261 Acker Road, A-C-K-E-R, Amory, Mississippi 38821. My date of birth is June 17th, 1986. Okay. It looks like I have a different address on file. Does that need to be- Oh, there's gonna be one, one... Yeah. It does need to be updated. The address you probably have is, uh, uh, either 100 Tishomingo Street, Tupelo, Mississippi or either it's 125 Cove Lane, Apartment Number 3. Okay, so it should be 50261 Acer Road? Acker Road, 50261 A-C-K-E-R. Okay. And what's the city? Uh, Amory, A-M-O-R-Y, Mississippi 38821. All right, so 50261 A-C-K-E-R Road, and then that's in Amory, A-M-O-R-Y, Mississippi 38821? Yes, ma'am. Okay. Phone number is 662-260-8551? Yes. And then email is just your last name, 86, @gmail? Yes, ma'am. Okay. Yes, it looks like today would be the last day. What, uh, what, uh, what plans are you wanting? I need to get the dental and vision both for myself and my daughter. Okay. Uh, was there anything else? Uh, yeah, I need to get the, uh... Let me see. I, I had it pulled up. Uh, I see that there's, like, more than one medical, but I'm really not sure, like, what to get. You know, I don't... I guess do the, uh, the VIP Classic also for myself. Okay. So the dental and vision for an employee plus child, and then the VIP Classic for employee only? Yes. Yes, she's got health insurance. Okay. So it looks like it would come out to a total of \$32.06 a week. Okay. And then let me get her listed. What is her first name? Uh, Addison. A-D-D-I-S-Y-N. You said A-D-D-I-S-O-N? S-Y-N. S-Y-N. Okay. And same last name? Yes, ma'am. All right, and her date of birth? Uh, July 17th, 2012. And then full social? 649-39-3761. Okay. All righty, so it will take about one to two weeks for the enrollment to be processed through payroll. Okay. Once you see that first deduction being made out of your check, coverage will start the following Monday. Okay. And then, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days. Okay. Um, the medical, the VIP Classic ID card is emailed to you, and then the dental and vision are gonna be, uh, mailed. Okay, that's fine. Uh, was there anything else you might need help with? No, ma'am, that's it. All righty. You have a wonderful day. All right. You take 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: Yes, ma'am. I needed to see if it's too late to sign up for insurance. I thought... I think it's today or tomorrow, I'm not sure.

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

Speaker speaker_1: Uh, I work through, uh, Hamilton Riker.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3475.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Shane Ingellis. I-N-G-E-L-L-I-S.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 50261 Acker Road, A-C-K-E-R, Amory, Mississippi 38821. My date of birth is June 17th, 1986.

Speaker speaker_0: Okay. It looks like I have a different address on file. Does that need to be-

Speaker speaker_1: Oh, there's gonna be one, one... Yeah. It does need to be updated. The address you probably have is, uh, uh, either 100 Tishomingo Street, Tupelo, Mississippi or either it's 125 Cove Lane, Apartment Number 3.

Speaker speaker_0: Okay, so it should be 50261 Acer Road?

Speaker speaker_1: Acker Road, 50261 A-C-K-E-R.

Speaker speaker_0: Okay. And what's the city?

Speaker speaker_1: Uh, Amory, A-M-O-R-Y, Mississippi 38821.

Speaker speaker_0: All right, so 50261 A-C-K-E-R Road, and then that's in Amory, A-M-O-R-Y, Mississippi 38821?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Phone number is 662-260-8551?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just your last name, 86, @gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yes, it looks like today would be the last day. What, uh, what, uh, what plans are you wanting?

Speaker speaker_1: I need to get the dental and vision both for myself and my daughter.

Speaker speaker_0: Okay. Uh, was there anything else?

Speaker speaker_1: Uh, yeah, I need to get the, uh... Let me see. I, I had it pulled up. Uh, I see that there's, like, more than one medical, but I'm really not sure, like, what to get. You know, I don't... I guess do the, uh, the VIP Classic also for myself.

Speaker speaker_0: Okay. So the dental and vision for an employee plus child, and then the VIP Classic for employee only?

Speaker speaker_1: Yes. Yes, she's got health insurance.

Speaker speaker_0: Okay. So it looks like it would come out to a total of \$32.06 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And then let me get her listed. What is her first name?

Speaker speaker_1: Uh, Addison. A-D-D-I-S-Y-N.

Speaker speaker_0: You said A-D-D-I-S-O-N?

Speaker speaker_1: S-Y-N.

Speaker speaker_0: S-Y-N. Okay. And same last name?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and her date of birth?

Speaker speaker_1: Uh, July 17th, 2012.

Speaker speaker_0: And then full social?

Speaker speaker_1: 649-39-3761.

Speaker speaker_0: Okay. All righty, so it will take about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, the medical, the VIP Classic ID card is emailed to you, and then the dental and vision are gonna be, uh, mailed.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: No, ma'am, that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: All right. You take bye.

Speaker speaker_0: Bye.