

Transcript: VICTORIA

Taylor-5522411638177792-5438487977213952

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? Um, yes, I'm trying to use my benefits. Um, they told me I had to call this number to get it started or to get the number to use it. Okay. Uh, what's the name of the agency you work for? Um, ABM. Is that the name of the, uh, staffing agency? Um, uh, the staffing agency would be... Yes. A, C, T, goes, C, Y, I guess it's just ADN. I don't know. Okay. Um, 'cause I don't see that's a staffing agency that we work with. Okay, hold on one second. ... Thank you. It's called DTC. Oh, DTC. Okay. And the last- Yes, I'm sorry about that. You're fine. And the last four of your Social Security number? 9846. And, uh, your first and last name? J-E-R-R-Y, last name is B-E-A-N. All right, and do you mind verifying your address and date of birth? Um, 901 42nd Street South, um, Fargo, North Dakota, 58201. And date of birth, 01/02/15 to 1980. Okay. Uh, phone number is gonna be 701-997-9746. That's correct. Gotcha. And then email is first and last name, 5920 at iCloud. That's correct. Okay. So I do see that you're enrolled, um, into a couple different things. The term life, the VIP standard, medical, vision and dental for just yourself. Um, however, the coverage is not yet active. It would be active the following Monday of your first payroll deduction, which we haven't received, uh, the first deduction just yet. But, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days. Okay, so I, I wouldn't have to call back in again? No, sir. Uh, the dental and vision are mailed. The ID cards for those are mailed to you, but the medical is gonna send, be sent to your email. Okay. Uh, once we get that deduction, I'll be able to get the, the following months. Is that correct? Yeah, um, so I would just keep an eye on your pay stub for this week and next week. Um, and whenever you see that first deduction, the coverage will start the following Monday. Okay. Thank you and I appreciate that. Yes, sir. You have a wonderful day. You have a beautiful day. Thank you, 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: Um, yes, I'm trying to use my benefits. Um, they told me I had to call this number to get it started or to get the number to use it.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, ABM.

Speaker speaker_1: Is that the name of the, uh, staffing agency?

Speaker speaker_2: Um, uh, the staffing agency would be... Yes. A, C, T, goes, C, Y, I guess it's just ADN. I don't know.

Speaker speaker_1: Okay. Um, 'cause I don't see that's a staffing agency that we work with.

Speaker speaker_2: Okay, hold on one second. ... Thank you. It's called DTC.

Speaker speaker_1: Oh, DTC. Okay. And the last-

Speaker speaker_2: Yes, I'm sorry about that.

Speaker speaker_1: You're fine.

Speaker speaker_2: And the last four of your Social Security number? 9846.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: J-E-R-R-Y, last name is B-E-A-N.

Speaker speaker_1: All right, and do you mind verifying your address and date of birth?

Speaker speaker_2: Um, 901 42nd Street South, um, Fargo, North Dakota, 58201. And date of birth, 01/02/15 to 1980.

Speaker speaker_1: Okay. Uh, phone number is gonna be 701-997-9746.

Speaker speaker_2: That's correct.

Speaker speaker_1: Gotcha. And then email is first and last name, 5920 at iCloud.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So I do see that you're enrolled, um, into a couple different things. The term life, the VIP standard, medical, vision and dental for just yourself. Um, however, the coverage is not yet active. It would be active the following Monday of your first payroll deduction, which we haven't received, uh, the first deduction just yet. But, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days.

Speaker speaker_2: Okay, so I, I wouldn't have to call back in again?

Speaker speaker_1: No, sir. Uh, the dental and vision are mailed. The ID cards for those are mailed to you, but the medical is gonna send, be sent to your email.

Speaker speaker_2: Okay. Uh, once we get that deduction, I'll be able to get the, the following months. Is that correct?

Speaker speaker_1: Yeah, um, so I would just keep an eye on your pay stub for this week and next week. Um, and whenever you see that first deduction, the coverage will start the following Monday.

Speaker speaker_2: Okay. Thank you and I appreciate that.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You have a beautiful day.

Speaker speaker_1: Thank you, bye-bye.