

## **Transcript: VICTORIA**

**Taylor-5687500087443456-5242242572697600**

### **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? Ms. Victoria, this is Anthony Copeland. I was, uh, I'm calling from the p-, uh, to reinstate my, uh, my benefits from the surge. Okay. Uh, what's the last four of your social? 8878. Okay. Uh, do you mind verifying your address and date of birth? Yes. Uh, 971 Nashborough Boulevard, August the 11th, 1979. And then phone number 404-599-8245? Yes, ma'am. And then email is anthonyco-, uh, copeland342@gmail-, @gmail.com? Correct. Okay. Give me one second. So it looks like you previously had the VIP Standard and the dental for just employee only. Uh-huh. Uh, which to remind you, the total weekly deduction would be \$21.80 a week. Uh-huh. So it will typically ta-, uh, it typically takes any type of enrollment or reinstatement..... to be..... through payroll. Once you see that first deduction of \$21.80 being deducted from your check, the coverage will, uh, be active the following Monday. Okay. So, so, so I just got a check, but that isn't deducted? No, sir. The, y-, so the whole point- Hm. ... of reinstating coverage is to re-enroll you. So the enrollment pro-, any type of enrollment, change, or reinstatement typically takes about one to two weeks to be processed through payroll. Okay. I guess that makes sense. All righty. So like I said, once you see that first deduction come out of your check, which might not happen until two weeks from now, the coverage will start the following Monday. Okay. Okey-doke. All righty. Uh, did you have any other- Okay then. ... questions for me? No, that'll be all. All right. You have a wonderful day. Uh, you have a ha-, happy holidays. Thanks. Bye-bye. You too. 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: Ms. Victoria, this is Anthony Copeland. I was, uh, I'm calling from the p-, uh, to reinstate my, uh, my benefits from the surge.

Speaker speaker\_1: Okay. Uh, what's the last four of your social?

Speaker speaker\_2: 8878.

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

Speaker speaker\_2: Yes. Uh, 971 Nashborough Boulevard, August the 11th, 1979.

Speaker speaker\_1: And then phone number 404-599-8245?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is anthonyco-, uh, copeland342@gmai-, @gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Give me one second. So it looks like you previously had the VIP Standard and the dental for just employee only.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Uh, which to remind you, the total weekly deduction would be \$21.80 a week.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So it will typically ta-, uh, it typically takes any type of enrollment or reinstatement..... to be..... through payroll. Once you see that first deduction of \$21.80 being deducted from your check, the coverage will, uh, be active the following Monday.

Speaker speaker\_2: Okay. So, so, so I just got a check, but that isn't deducted?

Speaker speaker\_1: No, sir. The, y-, so the whole point-

Speaker speaker\_2: Hm.

Speaker speaker\_1: ... of reinstating coverage is to re-enroll you. So the enrollment pro-, any type of enrollment, change, or reinstatement typically takes about one to two weeks to be processed through payroll.

Speaker speaker\_2: Okay. I guess that makes sense.

Speaker speaker\_1: All righty. So like I said, once you see that first deduction come out of your check, which might not happen until two weeks from now, the coverage will start the following Monday.

Speaker speaker\_2: Okay. Okey-doke.

Speaker speaker\_1: All righty. Uh, did you have any other-

Speaker speaker\_2: Okay then.

Speaker speaker\_1: ... questions for me?

Speaker speaker\_2: No, that'll be all.

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

Speaker speaker\_2: Uh, you have a ha-, happy holidays. Thanks. Bye-bye.

Speaker speaker\_1: You too. Bye-bye.