

## **Transcript: VICTORIA**

**Taylor-5733476998791168-6556823437393920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is- A card. ... Victoria. How can I help you? Yes, I was looking to sign up. Okay. Uh, what's the name of the agency you work for? AccuForce. And the last four of your Social? 0652. And your first and last name? William Fields. Have you received your first paycheck yet? Not yet. Okay. Um, do you know what specifically you want to enroll into? Yeah. Okay, so you know the specific plans? Yeah. Okay. Give me a few moments. Since I don't, uh, have a file for you just yet in the system, I'm gonna have to make one, and then once I get it made, I can enroll you from there. Okay. Um, let's see. First name is William, last name is Fields? Yeah. Okay. Your full Social? 410-59-0652. Your date of birth? January 30th, 1988. And your full mailing address? 1014 Elm Street, Rogersville, Tennessee 37857. What was the ZIP code? 37857. Okay, so I have 1014 Elm Street in Rogersville, Tennessee? Yeah. Okay. And then, uh, what would be a good phone number? 423-754-2195. And lastly, a good email address? Willy37857@yahoo.com. Okay. And just to make sure, you said it's AccuForce that you're with, right? Yeah. Okay. And what plans were you wanting to enroll into? Uh, the VIP+ on the medical, uh, Medical for Employee. Okay. And then den- dental, life, uh, not life, but, uh... yeah, dental, vision, and, and FreeRx. So, the VIP+, FreeRx, dental and vision for employee only? Yeah, dental and vision and VIP+, yeah. Okay, so just to make sure, VIP+ medical plan, dental, vision and FreeRx? Yeah, yeah, yeah. Okay. Total is gonna be \$43.51 a week. Okay. Um, now, it does typically take about one to two weeks for the enrollment to be processed through your payroll. Okay. So you might not see that first deduction until two weeks from now. Okay. Once you do... um, once you do see that first deduction, that coverage will start the following Monday. Okay. And then once the coverage is active, ID cards are made and sent to you within seven to ten business days. Okay. Yes, sir. Was there anything else you might need help with? Um, not right off the bat. All righty. Well, you're good to go. Okay, thank you. Yes, sir. Have a good day.

### **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 the Card. This is-

Speaker speaker\_2: A card.

Speaker speaker\_1: ... Victoria. How can I help you?

Speaker speaker\_2: Yes, I was looking to sign up.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: AccuForce.

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

Speaker speaker\_2: 0652.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: William Fields.

Speaker speaker\_1: Have you received your first paycheck yet?

Speaker speaker\_2: Not yet.

Speaker speaker\_1: Okay. Um, do you know what specifically you want to enroll into?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so you know the specific plans?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Give me a few moments. Since I don't, uh, have a file for you just yet in the system, I'm gonna have to make one, and then once I get it made, I can enroll you from there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, let's see. First name is William, last name is Fields?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Your full Social?

Speaker speaker\_2: 410-59-0652.

Speaker speaker\_1: Your date of birth?

Speaker speaker\_2: January 30th, 1988.

Speaker speaker\_1: And your full mailing address?

Speaker speaker\_2: 1014 Elm Street, Rogersville, Tennessee 37857.

Speaker speaker\_1: What was the ZIP code?

Speaker speaker\_2: 37857.

Speaker speaker\_1: Okay, so I have 1014 Elm Street in Rogersville, Tennessee?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then, uh, what would be a good phone number?

Speaker speaker\_2: 423-754-2195.

Speaker speaker\_1: And lastly, a good email address?

Speaker speaker\_2: Willy37857@yahoo.com.

Speaker speaker\_1: Okay. And just to make sure, you said it's AccuForce that you're with, right?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And what plans were you wanting to enroll into?

Speaker speaker\_2: Uh, the VIP+ on the medical, uh, Medical for Employee.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then den- dental, life, uh, not life, but, uh... yeah, dental, vision, and, and FreeRx.

Speaker speaker\_1: So, the VIP+, FreeRx, dental and vision for employee only?

Speaker speaker\_2: Yeah, dental and vision and VIP+, yeah.

Speaker speaker\_1: Okay, so just to make sure, VIP+ medical plan, dental, vision and FreeRx?

Speaker speaker\_2: Yeah, yeah, yeah.

Speaker speaker\_1: Okay. Total is gonna be \$43.51 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, now, it does typically take about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you might not see that first deduction until two weeks from now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Once you do... um, once you do see that first deduction, that coverage will start the following Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then once the coverage is active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, sir. Was there anything else you might need help with?

Speaker speaker\_2: Um, not right off the bat.

Speaker speaker\_1: All righty. Well, you're good to go.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Yes, sir. Have a good day.