

## **Transcript: VICTORIA**

**Taylor-5767813266849792-6370792953004032**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I'm enrolled in benefits with Benefits on a Card. Um, I just started, I just enrolled, um, just in the past like week or so, because I started a new job, um, and I'm enrolled in InsurancePlus Basics. But on my, like website portal, when I'm trying to click email ID card, it says that it's not available. Uh, and I don't know what other way to get my insurance card. Okay. Let me see if I can pull it for you. What's the name of the agency you work for? It's called Creative Circle. All right. And let's see. What is the last four of your Social? Um, sorry, give me one moment. It's 4-8-2-3. And your first and last name? It's Emma Wright. Okay. And do you mind verifying your address and date of birth? Yes. My address is 4312 Main Street, Apartment 413, Philadelphia, PA. And my ZIP code is 19127. Um, and my date of birth is January 12, 1999. And then phone number 908-309-7002? Yes. And then email is emlizwright@gmail.com? That is correct. Okay. Um, so I see that you are enrolled, but the enrollment itself is not yet active, so that's why the ID card is not available. Um, ID cards are not made until after coverage is active, which typically, you'll get the ID cards within 7 to 10 business days of it being active. Okay. And will I just get it, like from this link? Um, I- Like, will I get one in the mail as well? So, the medical, for the, for the medical, the InsurePlus Basics, that ID card is typically emailed to you from the insurance carrier, which would be American Public Life. The dental and the vision you will get by mail. Okay. Thank you. You're welcome. Did you need help with anything else? When, um, when will my insurance actually become, like active? I don't have a specific date- Is that 90 days or- ... for you unfortunately, but, um, it would be- Okay. ... the following Monday of your first payroll deduction. Okay. So I would just keep an eye- Okay. ... on your pay stubs, and when you see that deduction being made out of your check, it'll start the following Monday. Okay. All right. Thank you. You're welcome. You have a wonderful night. All right. You too. Bye. Thank you. 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: Hi. Um, I'm enrolled in benefits with Benefits on a Card. Um, I just started, I just enrolled, um, just in the past like week or so, because I started a new job, um, and I'm enrolled in InsurancePlus Basics. But on my, like website portal, when I'm trying to click email ID card, it says that it's not available. Uh, and I don't know what other way to get my insurance card.

Speaker speaker\_0: Okay. Let me see if I can pull it for you. What's the name of the agency you work for?

Speaker speaker\_1: It's called Creative Circle.

Speaker speaker\_0: All right. And let's see. What is the last four of your Social?

Speaker speaker\_1: Um, sorry, give me one moment. It's 4-8-2-3.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: It's Emma Wright.

Speaker speaker\_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. My address is 4312 Main Street, Apartment 413, Philadelphia, PA. And my ZIP code is 19127. Um, and my date of birth is January 12, 1999.

Speaker speaker\_0: And then phone number 908-309-7002?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is emlizwright@gmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Um, so I see that you are enrolled, but the enrollment itself is not yet active, so that's why the ID card is not available. Um, ID cards are not made until after coverage is active, which typically, you'll get the ID cards within 7 to 10 business days of it being active.

Speaker speaker\_1: Okay. And will I just get it, like from this link?

Speaker speaker\_0: Um, I-

Speaker speaker\_1: Like, will I get one in the mail as well?

Speaker speaker\_0: So, the medical, for the, for the medical, the InsurePlus Basics, that ID card is typically emailed to you from the insurance carrier, which would be American Public Life. The dental and the vision you will get by mail.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: When, um, when will my insurance actually become, like active?

Speaker speaker\_0: I don't have a specific date-

Speaker speaker\_1: Is that 90 days or-

Speaker speaker\_0: ... for you unfortunately, but, um, it would be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the following Monday of your first payroll deduction.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I would just keep an eye-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... on your pay stubs, and when you see that deduction being made out of your check, it'll start the following Monday.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful night.

Speaker speaker\_1: All right. You too. Bye. Thank you.

Speaker speaker\_0: Bye-bye.