

Transcript: VICTORIA

Taylor-5836952134402048-6747466444226560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, um, my name is Precious. Um, I was calling, um, I received a voicemail from Justin about my enrollment form that they received. Okay. Let me pull up your file. Okay. What's the name of the- The- ... agency you work for? Noor, N-O-O-R. And the last four of your Social? 3273. All right. Do you mind verifying your address and date of birth? Sure. Date of birth, 11/1/93. My address is 66 Division Avenue, Plattsburgh Heights, New Jersey, 07604. Phone number 201-638-5212? Yes, that's correct. And then email is gonna be your last name and then P-R-E-S-H@gmail.com? Yep. Okay, give me just one second. Okay. Okay, so it looks like we received what you sent to us by email. Um- Mm-hmm. ... so we were just calling you back to let you know we are gonna go ahead and process the enrollment for you. Okay. Um, looks like for the VIP Classic, the MEC, dental, vision, and the term life. Mm-hmm. Uh, let's see. For employee only. Mm-hmm. And then it looks like it should be \$46.87. Let me just- Okay. ... double-check. Yeah, so it should come out to a total of \$46.87 a week. Okay. Um, typically, it does take about one to two weeks to be processed, uh, through payroll. Okay. So once you see that first deduction come out of your check, coverage will start the following Monday. Mm-hmm. And then, uh, once the coverage is active, it'll take about seven to ten business days to get the ID cards. Um. Mm-hmm. The ID card for the MEC, dental and vision are all mailed, but keep an eye on your email because the ID card for the VIP Classic is gonna be emailed to you. Okay. Um, so that's, like, the insurance card that's gonna be emailed to me, right? Yeah, for the VIP Classic. Everything else, the ID card for the MEC, the dental, and- Mm-hmm. ... the vision will be mailed to you. Okay. All right. Is there any way I could also get those, like, emailed before the actual cards come? Or no? It depends. Um, so once the coverage is active, it will take us at least 72 business hours to have access to it. So I would say- Oh, okay. ... if you keep track of it, once the coverage- Mm-hmm. ... becomes active, you can call us that Thursday or Friday and we should be able to email you copies. Okay. All right. Sounds good. Just because I need to post it, um, for, um, my school. They need proof by the 20th. That's why. They need proof of my health insurance by the 20th. Okay. Yeah, I can't guarantee by then we'll have that information, um, 'cause like I said, the coverage won't become active until the following Monday of your first payroll deduction- Mm-hmm. ... which ultimately your payroll makes. Um... Okay. So once they make that deduction, then it's reported to us. Okay. All right. No worries. But yeah, um, the only thing I need from you is who you would like the beneficiary to be for your term life. Um, you can put Praise, P-R-A-I-S-E, last name Dada, D-A-D-A, and that's my brother. Okay. And then just, uh, make sure, P-R-A-I-S-E? Mm-hmm. All right. Yeah. Perfect. All righty. You are all good to go on my end. All right. Sounds good. Thank you. You're welcome. Have a good day. You too. Bye. 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, my name is Precious. Um, I was calling, um, I received a voicemail from Justin about my enrollment form that they received.

Speaker speaker_0: Okay. Let me pull up your file.

Speaker speaker_1: Okay.

Speaker speaker_0: What's the name of the-

Speaker speaker_1: The-

Speaker speaker_0: ... agency you work for?

Speaker speaker_1: Noor, N-O-O-R.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3273.

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

Speaker speaker_1: Sure. Date of birth, 11/1/93. My address is 66 Division Avenue, Plattsburgh Heights, New Jersey, 07604.

Speaker speaker_0: Phone number 201-638-5212?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And then email is gonna be your last name and then P-R-E-S-H@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, give me just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so it looks like we received what you sent to us by email. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so we were just calling you back to let you know we are gonna go ahead and process the enrollment for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, looks like for the VIP Classic, the MEC, dental, vision, and the term life.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, let's see. For employee only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then it looks like it should be \$46.87. Let me just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... double-check. Yeah, so it should come out to a total of \$46.87 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, typically, it does take about one to two weeks to be processed, uh, through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So once you see that first deduction come out of your check, coverage will start the following Monday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, uh, once the coverage is active, it'll take about seven to ten business days to get the ID cards. Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The ID card for the MEC, dental and vision are all mailed, but keep an eye on your email because the ID card for the VIP Classic is gonna be emailed to you.

Speaker speaker_1: Okay. Um, so that's, like, the insurance card that's gonna be emailed to me, right?

Speaker speaker_0: Yeah, for the VIP Classic. Everything else, the ID card for the MEC, the dental, and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the vision will be mailed to you.

Speaker speaker_1: Okay. All right. Is there any way I could also get those, like, emailed before the actual cards come? Or no?

Speaker speaker_0: It depends. Um, so once the coverage is active, it will take us at least 72 business hours to have access to it. So I would say-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you keep track of it, once the coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... becomes active, you can call us that Thursday or Friday and we should be able to email you copies.

Speaker speaker_1: Okay. All right. Sounds good. Just because I need to post it, um, for, um, my school. They need proof by the 20th. That's why. They need proof of my health insurance by the 20th.

Speaker speaker_0: Okay. Yeah, I can't guarantee by then we'll have that information, um, 'cause like I said, the coverage won't become active until the following Monday of your first payroll deduction-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which ultimately your payroll makes. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So once they make that deduction, then it's reported to us.

Speaker speaker_1: Okay. All right. No worries.

Speaker speaker_0: But yeah, um, the only thing I need from you is who you would like the beneficiary to be for your term life.

Speaker speaker_1: Um, you can put Praise, P-R-A-I-S-E, last name Dada, D-A-D-A, and that's my brother.

Speaker speaker_0: Okay. And then just, uh, make sure, P-R-A-I-S-E?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah.

Speaker speaker_0: Perfect. All righty. You are all good to go on my end.

Speaker speaker_1: All right. Sounds good. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.