

## **Transcript: VICTORIA**

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### **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? Hi, Victoria. This is Geeta. Actually, I'm looking, uh... I haven't received my card because they said it will be there in seven days. So it's more than that. So where can I check? Uh, I'm sorry. What was your question? So I have enrolled in this big insurance through my employer, so I just wanted to know when I'll get my card in the mail, because they said it's only seven days. It's been more than that. So, it depends on when your coverage becomes active. Once the coverage becomes active, the ID cards are made and sent to you within seven to 10 business days. Got it. Like, how can I check the status then? I can pull it up. Um- Generally how long... Yeah, how long it will take. Can you please check and let me know? Sure. What's the name of your employer? Hmm. Oxford Global. And the last four of your Social? Mm-hmm. 3912. I'm sorry, did you say 3912? Yes. And your first and last name? Geeta Nadam. Do you mind verifying your address and date of birth? Do you want to have any other information apart from that? Well, I'll have to verify all your information to make sure I'm looking at the correct file. Got it. Can you please tell me, like, what's the general time it will take? Like, how much time it will take? Again, it takes seven to 10- From the day I find out. So again, once the coverage is active, it takes seven to 10 business days to get the ID cards. And wait, can I check, like, in-network and out-of-networks and things? It will be there, right? Like, I have also opted for the dental, so I just wanted to know, like, what is... What are the doctors I can go for in my area? Um, well, I have a g- if I... If you have a good email, I can send you instructions on how to find providers. It's gonna be different for medical, dental and vision. Yes. I have my email ID. It's givvu.geeta@gmail.com. So G-I-V as in Victor, V as in Victor-U dot G-E-E-T-H-A? Yes. And what was after that? @Gmail.com. Okay. I will send you instructions on how to find providers. Could you repeat that? The first one? Did you say G-I-V-V-U? Yes. G-I- Um. ... V as in Victor, V as in Victor-U dot G-E-E-T-H-A@Gmail.com. All right. This worked. Okay. Do you need help with anything else? No, that's it. Thank you. 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: Hi, Victoria. This is Geeta. Actually, I'm looking, uh... I haven't received my card because they said it will be there in seven days. So it's more than that. So where can

I check?

Speaker speaker\_1: Uh, I'm sorry. What was your question?

Speaker speaker\_2: So I have enrolled in this big insurance through my employer, so I just wanted to know when I'll get my card in the mail, because they said it's only seven days. It's been more than that.

Speaker speaker\_1: So, it depends on when your coverage becomes active. Once the coverage becomes active, the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker\_2: Got it. Like, how can I check the status then?

Speaker speaker\_1: I can pull it up. Um-

Speaker speaker\_2: Generally how long... Yeah, how long it will take. Can you please check and let me know?

Speaker speaker\_1: Sure. What's the name of your employer?

Speaker speaker\_2: Hmm. Oxford Global.

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

Speaker speaker\_2: Mm-hmm. 3912.

Speaker speaker\_1: I'm sorry, did you say 3912?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Geeta Nadam.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Do you want to have any other information apart from that?

Speaker speaker\_1: Well, I'll have to ver- I have to verify all your information to loo- make sure I'm looking at the correct file.

Speaker speaker\_2: Got it. Can you please tell me, like, what's the general time it will take? Like, how much time it will take?

Speaker speaker\_1: Again, it takes seven to 10-

Speaker speaker\_2: From the day I find out.

Speaker speaker\_1: So again, once the coverage is active, it takes seven to 10 business days to get the ID cards.

Speaker speaker\_2: And wait, can I check, like, in-network and out-of-networks and things? It will be there, right? Like, I have also opted for the dental, so I just wanted to know, like, what

is... What are the doctors I can go for in my area?

Speaker speaker\_1: Um, well, I have a g- if I... If you have a good email, I can send you instructions on how to find providers. It's gonna be different for medical, dental and vision.

Speaker speaker\_2: Yes. I have my email ID. It's givvu.geeta@gmail.com.

Speaker speaker\_1: So G-I-V as in Victor, V as in Victor-U dot G-E-E-T-H-A?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what was after that?

Speaker speaker\_2: @Gmail.com.

Speaker speaker\_1: Okay. I will send you instructions on how to find providers.

Speaker speaker\_2: Could you repeat that? The first one? Did you say G-I-V-V-U?

Speaker speaker\_1: Yes. G-I-

Speaker speaker\_2: Um.

Speaker speaker\_1: ... V as in Victor, V as in Victor-U dot G-E-E-T-H-A@Gmail.com.

Speaker speaker\_2: All right. This worked.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.