

Transcript: VICTORIA

Taylor-5877278391320576-6075725140639744

Full Transcript

Thank you for calling Benefits and the Cards. This is Victoria. How can I help you? Hi, Victoria. I called the other day to fix something with my account, but uh, I needed to call back to give the Social Security numbers for everyone on my... on my plan. What's... What's the, uh, name of the agency you work for? Uh, it's through WSI. Is that Workforce Strategies? Yeah. Okay. And the last four of your Social? 2897. All right. And your first and last name again? Robert Nelson. Okay. Uh, let's see. Do you mind verifying your address and date of birth? Yeah. 1267 Avenue A, Lot 22, Springfield, Michigan, 49037. And then you said my birth date? Yes. Uh, 07/15/'94. And phone number 269-565-5327. Yep. All right. Email is gonna be le- uh, m073322@gmail.com. Y- yeah, it should be rn. Oh, I'm sorry. rn073322@gmail.com. Yep. Yep. Okay. So you have all your dependents' Socials? Yeah. My wife's and all the dependents'. Okay. Let's start off with your spouse. All right. Are you ready? Yep. All right. It's 592... oh, 51 3372. All right. Next I have Sterling. Uh, 84609 6997. Next I have Dawson. 85049 2279. All right. Next I have Isabella. Uh, 80635 8001. Next is Micah. 34839 1218. And then Robert. 71282 1251. All right. Got everybody fixed on that. And was there anything else that you needed help with today? Um, can I get the cards emailed to me so I can send them to my kids' mom? Uh, she lives like two hours away from me. So your coverage is currently pending. It's not active just yet. Oh, ah. All right. Yeah. Um, once the coverage is active, that's when your ID cards and policy information- Oh, okay. ... is made and sent out to you. It typically takes about seven to ten business days to get those. Now once the coverage- ... is active, um, typically that Thursday or Friday of the coverage being active, we can download digital copies of the ID cards and send it to you by email. All right. Mm-hmm. All right. Thank you. You're welcome. You have a wonderful day. Yep. You too. Thank you. Bye-bye. Bye. Yep. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and the Cards. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I called the other day to fix something with my account, but uh, I needed to call back to give the Social Security numbers for everyone on my... on my plan.

Speaker speaker_0: What's... What's the, uh, name of the agency you work for?

Speaker speaker_1: Uh, it's through WSI.

Speaker speaker_0: Is that Workforce Strategies?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 2897.

Speaker speaker_0: All right. And your first and last name again?

Speaker speaker_1: Robert Nelson.

Speaker speaker_0: Okay. Uh, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. 1267 Avenue A, Lot 22, Springfield, Michigan, 49037. And then you said my birth date?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, 07/15/'94.

Speaker speaker_0: And phone number 269-565-5327.

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Email is gonna be le- uh, m073322@gmail.com.

Speaker speaker_1: Y- yeah, it should be rn.

Speaker speaker_0: Oh, I'm sorry. rn073322@gmail.com.

Speaker speaker_1: Yep. Yep.

Speaker speaker_0: Okay. So you have all your dependents' Socials?

Speaker speaker_1: Yeah. My wife's and all the dependents'.

Speaker speaker_0: Okay. Let's start off with your spouse.

Speaker speaker_1: All right. Are you ready?

Speaker speaker_0: Yep.

Speaker speaker_1: All right. It's 592... oh, 51 3372.

Speaker speaker_0: All right. Next I have Sterling.

Speaker speaker_1: Uh, 84609 6997.

Speaker speaker_0: Next I have Dawson.

Speaker speaker_1: 85049 2279.

Speaker speaker_0: All right. Next I have Isabella.

Speaker speaker_1: Uh, 80635 8001.

Speaker speaker_0: Next is Micah.

Speaker speaker_1: 34839 1218.

Speaker speaker_0: And then Robert.

Speaker speaker_1: 71282 1251.

Speaker speaker_0: All right. Got everybody fixed on that. And was there anything else that you needed help with today?

Speaker speaker_1: Um, can I get the cards emailed to me so I can send them to my kids' mom? Uh, she lives like two hours away from me.

Speaker speaker_0: So your coverage is currently pending. It's not active just yet.

Speaker speaker_1: Oh, ah. All right.

Speaker speaker_0: Yeah. Um, once the coverage is active, that's when your ID cards and policy information-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... is made and sent out to you. It typically takes about seven to ten business days to get those. Now once the coverage- ... is active, um, typically that Thursday or Friday of the coverage being active, we can download digital copies of the ID cards and send it to you by email.

Speaker speaker_1: All right.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Yep. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye. Yep. Bye.