

## **Transcript: VICTORIA**

**Taylor-6011128981798912-4611552026607616**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefit Center Card, this is Victoria. How can I help you? Hey, Victoria. This is Jaynau Shrewsby. Um, I had got a, um, voice mail yesterday and a missed call. I guess they needed the correct, um, birthday for, um, my spouse. I had asked them to put 2025 when it was supposed to be 2000, 2005. Okay. What's the name of the agency you work for? MAU. And the last four of your Social? 7274. Gotcha. And, uh, let's see. Your first and last name. Jaynau Shrewsby. And then if you will verify your address and date of birth. 1762 Small Shop Road, Williamsburg, North Carolina. Uh, January 13, 1998. Okay, it looks like I have a different, uh, mailing address. I have- Oh, okay. ... 1066- Uh, yeah, 1066 Palomino Lane in Elkins, North Carolina 29045. Does that need to be updated? Oh, no, ma'am. No, that's fine. Okay. Your phone number is eight oh- Okay. Oh, sorry about that. Uh, phone number is 587-9145? Yes, ma'am. And then the email I have is N-A-Z S-H-A-K-U-R23@Yahoo. Yes, ma'am. Okay. Um, let's see. Okay, and what is your spouse's name? Uh, Zshakaya Nelson. Okay. And then what should the date of birth be? Uh, August 17th, 2005. August 17th, 2005? Yes, ma'am. Okay. All righty, and then let's see. Who did you want to name as the beneficiary for your term life policy? Uh... Is that... Uh, I don't think I did that. I don't know. 'Cause that's like if something happens to me, the money will go to whoever I want it to go to, right? Yeah, and you are enrolled into term life, that's why it's asking for a beneficiary. Um, you could do Janet Bryce. Okay. Is that J-A-N-N, N-E-P-P-E? Yep. J-A-N-E-T. J-A-N-E-T. And then how do you spell the last name? Uh, well, I give her her American, her American name, Harris. H-A-R-R-I-S. Okay. And then the relation to you? Mother. Okay. Okay. All righty. So I went ahead and updated your spouse's date of birth and then added on a beneficiary and it looks like everything is good to go from here. Okay. Um, how soon will I be able to get the insurance card or is there a way to access the insurance card earlier? Yeah, so ID cards unfortunately are not made until the coverage is active. There's no way to get them sooner, unfortunately. Um, so right now you're pending for enrollment. Oh, okay. It will take about one to two weeks for the enrollment to be processed through payroll. Uh, coverage will start the following Monday of your first payroll deduction. Um, once the coverage is active, that's when your ID cards are made and sent to you, and it typically takes about seven to ten business days to get those. Um, the medical ID card is gonna be emailed to you. The dental and vision are mailed. Okay. Sure, sure. Yeah, that's the only question I had. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye. 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 choosing Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hey, Victoria. This is Jaynau Shrewsby. Um, I had got a, um, voice mail yesterday and a missed call. I guess they needed the correct, um, birthday for, um, my spouse. I had asked them to put 2025 when it was supposed to be 2000, 2005.

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

Speaker speaker\_2: MAU.

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

Speaker speaker\_2: 7274.

Speaker speaker\_1: Gotcha. And, uh, let's see. Your first and last name.

Speaker speaker\_2: Jaynau Shrewsby.

Speaker speaker\_1: And then if you will verify your address and date of birth.

Speaker speaker\_2: 1762 Small Shop Road, Williamsburg, North Carolina. Uh, January 13, 1998.

Speaker speaker\_1: Okay, it looks like I have a different, uh, mailing address. I have-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... 1066-

Speaker speaker\_2: Uh, yeah, 1066 Palomino Lane in Elkins, North Carolina 29045.

Speaker speaker\_1: Does that need to be updated?

Speaker speaker\_2: Oh, no, ma'am. No, that's fine.

Speaker speaker\_1: Okay. Your phone number is eight oh-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Oh, sorry about that. Uh, phone number is 587-9145?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then the email I have is N-A-Z S-H-A-K-U-R23@Yahoo.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, let's see. Okay, and what is your spouse's name?

Speaker speaker\_2: Uh, Zshakaya Nelson.

Speaker speaker\_1: Okay. And then what should the date of birth be?

Speaker speaker\_2: Uh, August 17th, 2005.

Speaker speaker\_1: August 17th, 2005?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. All righty, and then let's see. Who did you want to name as the beneficiary for your term life policy?

Speaker speaker\_2: Uh... Is that... Uh, I don't think I did that. I don't know. 'Cause that's like if something happens to me, the money will go to whoever I want it to go to, right?

Speaker speaker\_1: Yeah, and you are enrolled into term life, that's why it's asking for a beneficiary.

Speaker speaker\_2: Um, you could do Janet Bryce.

Speaker speaker\_1: Okay. Is that J-A-N-N, N-E-P-P-E?

Speaker speaker\_2: Yep. J-A-N-E-T.

Speaker speaker\_1: J-A-N-E-T. And then how do you spell the last name?

Speaker speaker\_2: Uh, well, I give her her American, her American name, Harris.  
H-A-R-R-I-S.

Speaker speaker\_1: Okay. And then the relation to you?

Speaker speaker\_2: Mother.

Speaker speaker\_1: Okay. Okay. All righty. So I went ahead and updated your spouse's date of birth and then added on a beneficiary and it looks like everything is good to go from here.

Speaker speaker\_2: Okay. Um, how soon will I be able to get the insurance card or is there a way to access the insurance card earlier?

Speaker speaker\_1: Yeah, so ID cards unfortunately are not made until the coverage is active. There's no way to get them sooner, unfortunately. Um, so right now you're pending for enrollment.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: It will take about one to two weeks for the enrollment to be processed through payroll. Uh, coverage will start the following Monday of your first payroll deduction. Um, once the coverage is active, that's when your ID cards are made and sent to you, and it typically takes about seven to ten business days to get those. Um, the medical ID card is gonna be emailed to you. The dental and vision are mailed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Sure, sure.

Speaker speaker\_2: Yeah, that's the only question I had. Thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

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