

Transcript: VICTORIA

Taylor-6072268130402304-6034235498741760

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Uh, yes. Uh, I was just calling because I requested, um, a physical co- a physical insurance copy, um, card. But I haven't received it yet, because they sent it to the wrong apartment number, and I called back like two weeks ago and they got the right apartment number and I've yet to receive my insurance card. So I'm trying to see what's going on, trying to check the status of them. Okay. What's the name of the agency you work for? On Track Staffing. And the last four of your Social? 1191 Marius Whitehead. Okay, and then if you'll just verify your address and date of birth. 0416 1997 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115. Phone number 901-513-7318? Yes. And then email is first and last name, uh, junior at gmail.com. Correct. So it looks like you requested for it to be mailed last Monday. I know it typically takes about seven to 10 business days to get those in the mail once you request it. Do you have digital copies of your ID cards? No, I have- No, I do not. Okay. I can look up- Oh hey. ... digital copies and send it to you in the meantime. Okay. Give me just a few seconds. Um- Let me look at those. I think I- I'm sorry. Go ahead. Yeah. I think I, uh, I think I, I think I just got the medical, and I think I just got the medical and, uh, dental. I, I think they, uh, I told them I requested for them to take vision off. Okay. Yeah. I see where that change, that... Now that change is still pending. Um, so the changes for vision haven't been, it hasn't been taken off just yet, so whenever you make a, you know, cancellation or a change to your enrollment, it takes about two weeks for that change to be processed through payroll. Okay. So as of right now, you still have vision. Okay. Um, but give me just a few seconds. Let me look up your ID cards and I can email them to you. That way you have digital copies in the meantime, but I do see where, uh, they put in a request to have those mailed, so you should be getting the physical copies here soon. Okay. All right. I'm gonna put you on a brief hold, but let me... I'll be right back. Okay. That's fine. All righty. Thank you so much for holding. So I just sent those cards to your email. Okay. The, the medical and the, uh, dental? Yes. The medical, dental, and the vision. Okay. I got it. All righty. Do you need help with anything else? Uh, no. So you said I should be receiving my, um, my, my physical copy, uh, soon? Yes. So I see that you requested that last Monday for those to be mailed to you, and the representative put in that, did put in that request for you. It just takes about seven to 10 business days to get that.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes. Uh, I was just calling because I requested, um, a physical co- a physical insurance copy, um, card. But I haven't received it yet, because they sent it to the wrong apartment number, and I called back like two weeks ago and they got the right apartment number and I've yet to receive my insurance card. So I'm trying to see what's going on, trying to check the status of them.

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

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1191 Marius Whitehead.

Speaker speaker_0: Okay, and then if you'll just verify your address and date of birth.

Speaker speaker_1: 0416 1997 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115.

Speaker speaker_0: Phone number 901-513-7318?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first and last name, uh, junior at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So it looks like you requested for it to be mailed last Monday. I know it typically takes about seven to 10 business days to get those in the mail once you request it. Do you have digital copies of your ID cards?

Speaker speaker_1: No, I have- No, I do not.

Speaker speaker_0: Okay. I can look up-

Speaker speaker_1: Oh hey.

Speaker speaker_0: ... digital copies and send it to you in the meantime.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a few seconds.

Speaker speaker_1: Um-

Speaker speaker_0: Let me look at those.

Speaker speaker_1: I think I-

Speaker speaker_0: I'm sorry. Go ahead.

Speaker speaker_1: Yeah. I think I, uh, I think I, I think I just got the medical, and I think I just got the medical and, uh, dental. I, I think they, uh, I told them I requested for them to take vision off.

Speaker speaker_0: Okay. Yeah. I see where that change, that... Now that change is still pending. Um, so the changes for vision haven't been, it hasn't been taken off just yet, so whenever you make a, you know, cancellation or a change to your enrollment, it takes about two weeks for that change to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So as of right now, you still have vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but give me just a few seconds. Let me look up your ID cards and I can email them to you. That way you have digital copies in the meantime, but I do see where, uh, they put in a request to have those mailed, so you should be getting the physical copies here soon.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'm gonna put you on a brief hold, but let me... I'll be right back.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent those cards to your email.

Speaker speaker_1: Okay. The, the medical and the, uh, dental?

Speaker speaker_0: Yes. The medical, dental, and the vision.

Speaker speaker_1: Okay. I got it.

Speaker speaker_0: All righty. Do you need help with anything else?

Speaker speaker_1: Uh, no. So you said I should be receiving my, um, my, my physical copy, uh, soon?

Speaker speaker_0: Yes. So I see that you requested that last Monday for those to be mailed to you, and the representative put in that, did put in that request for you. It just takes about seven to 10 business days to get that.