

## Transcript: VICTORIA

**Taylor-6118024932933632-5927105046691840**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Uh, I just, uh, well, actually I called last week. I'm hoping to find my group number and, uh, my member ID number. Um, I just started with you guys and I assume there's a card in the mail, but I was hoping to get the numbers before I got here. Okay. Uh, what's the name of the agency you work for? Uh, it's WSI, um, uh, it's a temp agency. Would it be Workforce Strategies? Yes. Yep, that is- Okay. ... it. And the last four of your social? 2143. And your first and last name? Robin Kleinjanz. All right. Do you mind verifying your address and date of birth? Sure. 54637 Ridgeview Circle, uh, Paw Paw, Michigan 49079, and date of birth 04/09/84. Phone number is 616-218-8001? Correct. And then email is first initial last name @gmail.com? Yeah, mine is the NS at the end, but yes. Oh, okay. I see that now. Yes. So RKLEINJA@gmail. Yep, that's it. Gotcha. Okay. Let's see. So it looks like your coverage just became active today. It typically, typically takes us at least 72 business hours to have access to your policy information. So let me see. Oh. I don't think we would have access to it just yet. Uh, yeah, and I called last week and I believe she said, um, not to call on Monday and here I am talking to you on Monday. Um, she said Tuesday or Wednesday you would probably have that information. Sorry I kind of jumped the gun on that. No, you're fine. Um, yeah, like I said, it typically takes us about 72 hours after the coverage becomes active, so Wednesday would be the earliest, but typically some- sometimes it can even be like the Thursday or Friday of your coverage being active for us to have access to it. So I would say if you can wait till Thursday, uh, give us a call back then and we should be able to pull it. If not, it would be on Friday. And then, um, while I have you, so the effective date is today is the, uh... Yes. ... first day that, that I would be covered? Yes. Okay. It just became active today. Okay. Mm-hmm. All right. Um, I guess I'll, uh, I'll try back, you said Wednesday or Thursday or even Friday? Yes, sir. Uh-huh. Okay. All right. Thanks, Victoria. You're welcome. You have a wonderful day. You too. Thanks. Thank you. 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. Uh, I just, uh, well, actually I called last week. I'm hoping to find my group number and, uh, my member ID number. Um, I just started with you guys and I assume there's a card in the mail, but I was hoping to get the numbers before I got here.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, it's WSI, um, uh, it's a temp agency.

Speaker speaker\_0: Would it be Workforce Strategies?

Speaker speaker\_1: Yes. Yep, that is-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... it.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 2143.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Robin Kleinjanz.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Sure. 54637 Ridgeview Circle, uh, Paw Paw, Michigan 49079, and date of birth 04/09/84.

Speaker speaker\_0: Phone number is 616-218-8001?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is first initial last name @gmail.com?

Speaker speaker\_1: Yeah, mine is the NS at the end, but yes.

Speaker speaker\_0: Oh, okay. I see that now.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So RKLEINJA@gmail.

Speaker speaker\_1: Yep, that's it.

Speaker speaker\_0: Gotcha. Okay. Let's see. So it looks like your coverage just became active today. It typically, typically takes us at least 72 business hours to have access to your policy information. So let me see.

Speaker speaker\_1: Oh.

Speaker speaker\_0: I don't think we would have access to it just yet.

Speaker speaker\_1: Uh, yeah, and I called last week and I believe she said, um, not to call on Monday and here I am talking to you on Monday. Um, she said Tuesday or Wednesday you would probably have that information. Sorry I kind of jumped the gun on that.

Speaker speaker\_0: No, you're fine. Um, yeah, like I said, it typically takes us about 72 hours after the coverage becomes active, so Wednesday would be the earliest, but typically sometimes it can even be like the Thursday or Friday of your coverage being active for us to have access to it. So I would say if you can wait till Thursday, uh, give us a call back then and

we should be able to pull it. If not, it would be on Friday.

Speaker speaker\_1: And then, um, while I have you, so the effective date is today is the, uh...

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... first day that, that I would be covered?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It just became active today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Um, I guess I'll, uh, I'll try back, you said Wednesday or Thursday or even Friday?

Speaker speaker\_0: Yes, sir. Uh-huh.

Speaker speaker\_1: Okay. All right. Thanks, Victoria.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Thanks.

Speaker speaker\_0: Thank you. Bye-bye.