

Transcript: VICTORIA

Taylor-6278623589089280-4576373430861824

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello there. Um, I basically signed up for, uh, the insurance but I haven't received any of like notifications or mail or anything like that. Um, I was wondering if, uh, like I guess if I could ask if the things are like cleared to run you in? Okay. Uh, what's the name of the agency you work for? Uh, Priscilla. And the last four of your social? 5079. You said 5079? Yes. Okay. And your first and last name? Solomon Mills. All right. Uh, do you mind verifying your address and date of birth? Uh, well my address was changed but, uh, I think it would be 332 7th Avenue West and, um, my date of birth is April 9th, 1996. Okay. Um... Mm-hmm. Yeah, so I think I might need to update your address. What is your current address? Uh, it's 1400 Leary Way Northwest. Do you mind spelling the street for me? Uh, yeah. It's L-E-A-R-Y. Is that still in Seattle? Uh, yes, it's still in Seattle. And then, uh, 98033? Uh, I'm not sure about the zip code but probably. I'm not used... I mean, yeah. Is there a way you can, uh, look that up? Look it up? Yeah. Hold on. I'm looking it up now. Okay. Yeah. It's 98107. 98107. Mm-hmm. Okay. And then, uh, phone number 206-446-2740? Yeah. And then email is millsruby29@gmail? Yes. Okay. Give me one second. Hmm. Okay. So I do see that you're enrolled into a few different things. It looks like the free RX, the VIP standard bundle, dental, uh, short-term disability, term life and vision for employee only. Um, so you are enrolled. I just don't see that the coverage is active yet. We never received- Mm-hmm. ... a payroll deduction for the coverage. Oh. Okay, gotcha. Um, so honestly what I would do, 'cause I see you've been enrolled for a while now. So should we just wait on that payroll red- uh, deduction? Yeah. I would reach out to your payroll department and see what is going on and when they plan on making that first deduction. Okay. All right. Thank you. I appreciate that. Yeah, you're welcome. Um, now once the coverage is active, um, so basically how it works is whenever they make that first deduction out of your check, coverage will start the following Monday. And then- Mm-hmm. ... once the coverage actually is active, that's when your policy information and ID cards are made and sent to you within like seven to 10 business days. Okay. Mm-hmm. All right. Thank you. You're welcome. Um, and I went ahead and updated your mailing address too, so we have that updated. And, um, yeah, I would definitely just reach out to them and see what's going on with the, uh, deductions. Okay. Yeah. I'll reach out to them. Mm-hmm. Thank you. I really appreciate your help. Yeah. You're welcome. Do you need help with anything else? Uh, nope, I should be good. All right. Perfect. You have a wonderful day. Thank you. You too. 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: Hello there. Um, I basically signed up for, uh, the insurance but I haven't received any of like notifications or mail or anything like that. Um, I was wondering if, uh, like I guess if I could ask if the things are like cleared to run you in?

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Priscilla.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5079.

Speaker speaker_0: You said 5079?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Solomon Mills.

Speaker speaker_0: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, well my address was changed but, uh, I think it would be 332 7th Avenue West and, um, my date of birth is April 9th, 1996.

Speaker speaker_0: Okay. Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, so I think I might need to update your address. What is your current address?

Speaker speaker_1: Uh, it's 1400 Leary Way Northwest.

Speaker speaker_0: Do you mind spelling the street for me?

Speaker speaker_1: Uh, yeah. It's L-E-A-R-Y.

Speaker speaker_0: Is that still in Seattle?

Speaker speaker_1: Uh, yes, it's still in Seattle.

Speaker speaker_0: And then, uh, 98033?

Speaker speaker_1: Uh, I'm not sure about the zip code but probably. I'm not used... I mean, yeah.

Speaker speaker_0: Is there a way you can, uh, look that up?

Speaker speaker_1: Look it up? Yeah. Hold on. I'm looking it up now. Okay. Yeah. It's 98107.

Speaker speaker_0: 98107.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then, uh, phone number 206-446-2740?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is millsruby29@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Hmm.

Speaker speaker_0: Okay. So I do see that you're enrolled into a few different things. It looks like the free RX, the VIP standard bundle, dental, uh, short-term disability, term life and vision for employee only. Um, so you are enrolled. I just don't see that the coverage is active yet. We never received-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a payroll deduction for the coverage.

Speaker speaker_1: Oh. Okay, gotcha.

Speaker speaker_0: Um, so honestly what I would do, 'cause I see you've been enrolled for a while now.

Speaker speaker_1: So should we just wait on that payroll red- uh, deduction?

Speaker speaker_0: Yeah. I would reach out to your payroll department and see what is going on and when they plan on making that first deduction.

Speaker speaker_1: Okay. All right. Thank you. I appreciate that.

Speaker speaker_0: Yeah, you're welcome. Um, now once the coverage is active, um, so basically how it works is whenever they make that first deduction out of your check, coverage will start the following Monday. And then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... once the coverage actually is active, that's when your policy information and ID cards are made and sent to you within like seven to 10 business days.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Um, and I went ahead and updated your mailing address too, so we have that updated. And, um, yeah, I would definitely just reach out to them and see what's going on with the, uh, deductions.

Speaker speaker_1: Okay. Yeah. I'll reach out to them.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Thank you. I really appreciate your help.

Speaker speaker_0: Yeah. You're welcome. Do you need help with anything else?

Speaker speaker_1: Uh, nope, I should be good.

Speaker speaker_0: All right. Perfect. You have a wonderful day.

Speaker speaker_1: Thank you. You too. Bye.