

Transcript: VICTORIA

Taylor-6453740473860096-5778180068261888

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, I'm calling because I signed up for, um, dental insurance through my employer, but I never received a card or anything. Okay. Uh, what is the name of the agency you work for? Um, On Track Staffing. And the last four of your social? 1389. And your first and last name? Ashley Osborne. Okay. Uh, do you mind verifying your address and date of birth? Uh, 1128842650 South Forum Drive, Apartment 20105, Grand Prairie, Texas 75052. Okay. Phone number 361-254-0799? Yes, ma'am. And then email is ashleysvnnh@gmail.com. Yes, ma'am. Okay. So, it looks like the coverage just became active last week, so that's probably- Mm-hmm. ... why it typically takes about seven to 10 business days to get those in the mail. But I can look up a copy and email it to you. Uh-huh. I do want to let you know, it looks as far as this week, it's not active. We didn't receive the, uh, deduction for this week. Oh, okay. I wonder why. Oh, because we don't get paid 'til Friday, that's probably why it hasn't came out yet. Okay. I just wanted to let you know. Um- Okay. ... give me just a few seconds, let me look up that ID card and I can send it to your email. All right, thank you. Um, and when I go see the dentist, um, I just hand them that card? Yep, that's it. Okay. Okay, thank you. You're welcome. I'll be right back. Okay. Alrighty, thank you so much for, for holding. I just sent that to your email. Okay, let me make sure I got it. Okay, I have it, thank you. You're welcome. Did you need help with anything else? No, ma'am. Thank you so much. You're welcome, have a good day. 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: Hi, I'm calling because I signed up for, um, dental insurance through my employer, but I never received a card or anything.

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

Speaker speaker_1: Um, On Track Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1389.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ashley Osborne.

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

Speaker speaker_1: Uh, 1128842650 South Forum Drive, Apartment 20105, Grand Prairie, Texas 75052.

Speaker speaker_0: Okay. Phone number 361-254-0799?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is ashleysvnnh@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, it looks like the coverage just became active last week, so that's probably-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... why it typically takes about seven to 10 business days to get those in the mail. But I can look up a copy and email it to you.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: I do want to let you know, it looks as far as this week, it's not active. We didn't receive the, uh, deduction for this week.

Speaker speaker_1: Oh, okay. I wonder why. Oh, because we don't get paid 'til Friday, that's probably why it hasn't come out yet.

Speaker speaker_0: Okay. I just wanted to let you know. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... give me just a few seconds, let me look up that ID card and I can send it to your email.

Speaker speaker_1: All right, thank you. Um, and when I go see the dentist, um, I just hand them that card?

Speaker speaker_0: Yep, that's it.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: You're welcome. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Alrighty, thank you so much for, for holding. I just sent that to your email.

Speaker speaker_1: Okay, let me make sure I got it. Okay, I have it, thank you.

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

Speaker speaker_1: No, ma'am. Thank you so much.

Speaker speaker_0: You're welcome, have a good day.

Speaker speaker_1: You too. Bye.