

## **Transcript: VICTORIA**

**Taylor-6521406989221888-6223352264343552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. This is Sue Blum. And I enrolled into your, um, your benefit plan through, um, HG Staffing and, um, I was wondering when do I get my card? Um, so typically once the coverage is active, it takes about 7 to 10 business days to get those in the mail. 7 to 10, 10 business days? Yes, ma'am. Okay. So sometime this week. Sometime this week. Do you know if your c- do you know if your coverage is active? I don't know. Okay. Uh, you said you're with HG? Yes. And the last four of your Social? 5591. Okay. And your first and last name again? It's, uh, Sue Blum. Okay. Do you mind verifying your address and date of birth? 250, um, Lauderdale, Apartment D, Glasgow, Kentucky. 49, or 24141. And my birthday is 06/11/1974. Okay. So the address should be 250, not 750? No, it's 250 Lauderdale Drive. Apartment D. Uh-huh. Okay. And then phone number 616-510-8240? Yes. Okay. So I see that your enrollment is still pending. It's not yet active. Okay. So the coverage will be active the following Monday of your first payroll deduction. The following Monday? So, um, I get paid this Friday, so the next following Monday it would be active. So it's not when you get paid, it's when the deduction is made out of your paycheck. Oh, okay. Yeah. So you'll have to actually pull up your pay stub and see if the deduction's been made. Whenever that first deduction is made out of your check, the coverage will start the following Monday. Oh, okay. And then I get my cards in the mail? Yes. Once the coverage is active, it takes about 7 to 10 business days to get those. Okay. So if I go and, um, talk to my work and see if they can, um, keep an eye out for it? Uh, I'm not sure if that's something they would be able to do. Um, I, I just know that the coverage becomes active the following Monday of your first payroll deduction. So if anything, they can show you how to pull up your pay stubs so you can keep an eye on that. Okay. All right. That'll be perfect. Yeah. All right. Thank you. You're welcome. You have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. This is Sue Blum. And I enrolled into your, um, your benefit plan through, um, HG Staffing and, um, I was wondering when do I get my card?

Speaker speaker\_1: Um, so typically once the coverage is active, it takes about 7 to 10 business days to get those in the mail.

Speaker speaker\_2: 7 to 10, 10 business days?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. So sometime this week. Sometime this week.

Speaker speaker\_1: Do you know if your c- do you know if your coverage is active?

Speaker speaker\_2: I don't know.

Speaker speaker\_1: Okay. Uh, you said you're with HG?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: 5591.

Speaker speaker\_1: Okay. And your first and last name again?

Speaker speaker\_2: It's, uh, Sue Blum.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 250, um, Lauderdale, Apartment D, Glasgow, Kentucky. 49, or 24141. And my birthday is 06/11/1974.

Speaker speaker\_1: Okay. So the address should be 250, not 750?

Speaker speaker\_2: No, it's 250 Lauderdale Drive. Apartment D.

Speaker speaker\_1: Uh-huh. Okay. And then phone number 616-510-8240?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I see that your enrollment is still pending. It's not yet active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So the coverage will be active the following Monday of your first payroll deduction.

Speaker speaker\_2: The following Monday? So, um, I get paid this Friday, so the next following Monday it would be active.

Speaker speaker\_1: So it's not when you get paid, it's when the deduction is made out of your paycheck.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah. So you'll have to actually pull up your pay stub and see if the deduction's been made. Whenever that first deduction is made out of your check, the

coverage will start the following Monday.

Speaker speaker\_2: Oh, okay. And then I get my cards in the mail?

Speaker speaker\_1: Yes. Once the coverage is active, it takes about 7 to 10 business days to get those.

Speaker speaker\_2: Okay. So if I go and, um, talk to my work and see if they can, um, keep an eye out for it?

Speaker speaker\_1: Uh, I'm not sure if that's something they would be able to do. Um, I, I just know that the coverage becomes active the following Monday of your first payroll deduction. So if anything, they can show you how to pull up your pay stubs so you can keep an eye on that.

Speaker speaker\_2: Okay. All right. That'll be perfect. Yeah. All right. Thank you.

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