

## **Transcript: VICTORIA**

**Taylor-6522020409851904-4960364261228544**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, hello, Victoria. I was calling to enroll in benefits. Okay. Uh, what's the name of the agency you work for? I work for Oxford Consulting. And the last four of your Social? 4201. And your first and last name. Everett Underwood. Okay. Do you mind verifying your address and date of birth? Yes. My address is 7704 Northport Washington Road, Apartment 207C in Fox Point, Wisconsin. And my date of birth is November 24th, 1996. Gotcha. So number 815-517-5832? Yes, that is correct. And then, uh, email's going to be woodunder@hotmail.com? Yes, that is correct. Okay. Uh, what plans were you wanting to enroll into? I want to enroll in the Benefits in a Card medical plan, which would be Insure Plus Basic, uh, the dental benefits, the vision benefits and I already am enrolled in the retirement. So I think that's it. Okay. Um, we don't handle the retirement on our end, um- Yep. ... so I'm not sure if you're already enrolled into that or not, but you said the 6- Oh, I am. Okay. Uh, the Insure Plus Basics dental and vision, are you just wanting that for employee only? Yes. Okay. So your total weekly deduction would be \$23.79. Yep, that is fine. And then it looks like the earliest the coverage would be active is on the 6th of January, as long as you see the deduction being made out of your check the week before. Yep, yep, that is fine. Um, and then once the coverage is active, that's when all your policy information is being made, so it does typically take about, uh, seven to ten business days to get those ID cards. The, uh, medical is gonna be emailed to you from the carrier and then the dental and vision are, um, gonna be sent to you by mail. Okay. Um, was there anything else you might need help with? No, I believe that is it. Thank you. You're welcome. You have a wonderful day. You as well. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes, hello, Victoria. I was calling to enroll in benefits.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: I work for Oxford Consulting.

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

Speaker speaker\_2: 4201.

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

Speaker speaker\_2: Everett Underwood.

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

Speaker speaker\_2: Yes. My address is 7704 Northport Washington Road, Apartment 207C in Fox Point, Wisconsin. And my date of birth is November 24th, 1996.

Speaker speaker\_1: Gotcha. So number 815-517-5832?

Speaker speaker\_2: Yes, that is correct.

Speaker speaker\_1: And then, uh, email's going to be woodunder@hotmail.com?

Speaker speaker\_2: Yes, that is correct.

Speaker speaker\_1: Okay. Uh, what plans were you wanting to enroll into?

Speaker speaker\_2: I want to enroll in the Benefits in a Card medical plan, which would be Insure Plus Basic, uh, the dental benefits, the vision benefits and I already am enrolled in the retirement. So I think that's it.

Speaker speaker\_1: Okay. Um, we don't handle the retirement on our end, um-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... so I'm not sure if you're already enrolled into that or not, but you said the 6-

Speaker speaker\_2: Oh, I am.

Speaker speaker\_1: Okay. Uh, the Insure Plus Basics dental and vision, are you just wanting that for employee only?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So your total weekly deduction would be \$23.79.

Speaker speaker\_2: Yep, that is fine.

Speaker speaker\_1: And then it looks like the earliest the coverage would be active is on the 6th of January, as long as you see the deduction being made out of your check the week before.

Speaker speaker\_2: Yep, yep, that is fine.

Speaker speaker\_1: Um, and then once the coverage is active, that's when all your policy information is being made, so it does typically take about, uh, seven to ten business days to get those ID cards. The, uh, medical is gonna be emailed to you from the carrier and then the dental and vision are, um, gonna be sent to you by mail.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, was there anything else you might need help with?

Speaker speaker\_2: No, I believe that is it. Thank you.

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

Speaker speaker\_2: You as well.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.