

Transcript: VICTORIA

Taylor-6535262127833088-6055626956652544

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, good afternoon. My name is Hailu. Uh, I'm calling because I was apply a couple of weeks ago. I'm an employer with Morales Group. Can you check in my benefits, how it's going on, please? Sure. What's, uh, the last four of your social? 4120. And I'm sorry, your first and last name again? Uh, my first name, H-A-I... no, H-A-Y A-M-N-O-T, Haimanot. H-A-I-L-U, Haimanot Hailu. Okay. The first name, is it H-A-Y-M-A-N-O-T? No. H-A-Y-A-M-N-O-T. Haimanot. So H-A-Y-A, M as in Mary? Yes. And then what's after that? Uh, north. Ontario. T like Toronto. N-O-T, you know? Haimanot. Okay. H-A-Y... Yeah. I have H-A-Y-A, M as in Mary, N as in Nancy, O as in Oscar, T as in Tom. Yes. Haimanot. Okay. And, uh, do you mind verifying your address and date of birth? Okay. 5231 Woodbrook Driver Apartment C. My birth, uh, 12 December, uh, 25 December 1973. Okay. And then, uh, the mailing address, I actually have a PO Box 68269. Yes. Yes. Okay. Phone number 702-752-7227? Yes. Okay. And then your email address, is it M dot, your last... Uh, I'm sorry. M as in Mary.yourfirstname@yahoo.com? Yes. With my first name, but they have like H-A-I, Hai, M-N-O-T yahoo.com. Okay. So the way I have it spelled in my system is H-A-I-M-A-N-O-T@yahoo.com. Yeah. Yeah, that's it. Okay. All right. So, it looks like, um, your coverage should be active starting on the 17th, which is, uh, next Monday. Mm-hmm. Mm-hmm. So, it'll become active Monday the 17th, and then it'll take about seven to ten business days from Monday to get your ID cards. Oh, okay. So, like, uh, for example, uh, this my PO Box 68269. Is that correct? My PO Box, right? Uh... Oh, your PO Box. This is- Yes. Yeah. 68269. Okay. So, I don't receive nothing by email about my card information? Or I have to wait the PO Box? So, again, your ID cards and policy information is not made until the coverage becomes active, so that's why you haven't received anything as of yet. Okay. Well- Um, your coverage becomes active Monday the 17th, so it will take seven to ten business days from Monday to get those ID cards. Oh, o- Your medical, your medical ID card- Mm-hmm. ... is gonna be emailed to you. Okay. The dental and the vision will be mailed. Oh, okay. The other one, it have to be received? Yes. The medical will be emailed, and the dental and vision are mailed. Okay. The... But I'm, I'm always, uh, asking them, like, uh, many stuff. I tell them if I have Medicare check in, hospital recover, something like this. So, okay. Vision and me- You have a great Sunday. ... dental they can email me. The other one, I have to wait seven day? That's correct, you say? No. So your dental and your vision ID cards are mailed to you. Oh. The medical emailed. Okay. I have only dental and vision only? No, ma'am. You're enrolled into multiple things. Oh, okay. You're enrolled in the ... fix program. You're enrolled into the virtual primary care, group accident, dental, short-term disability, critical illness, term life, vision, the VIP standard medical plan, the ID experts and behavioral health. Oh, God. Thank you so much. Okay. I'm sorry for my, all my question, because that's why- No, you're fine. Thank you so much. Okay. I'm sorry for my repeated, uh- Okay. ...

asking you because, like, something that I don't understand as well. Thank you so much for helping me explain that. You're welcome. Okay. Have a good day. God bless. You too. Bye-bye. Bye-bye. Bye-bye. Thank you. Thank you.

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, good afternoon. My name is Hailu. Uh, I'm calling because I was apply a couple of weeks ago. I'm an employer with Morales Group. Can you check in my benefits, how it's going on, please?

Speaker speaker_0: Sure. What's, uh, the last four of your social?

Speaker speaker_1: 4120.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Uh, my first name, H-A-I... no, H-A-Y A-M-N-O-T, Haimanot. H-A-I-L-U, Haimanot Hailu.

Speaker speaker_0: Okay. The first name, is it H-A-Y-M-A-N-O-T?

Speaker speaker_1: No. H-A-Y-A-M-N-O-T. Haimanot.

Speaker speaker_0: So H-A-Y-A, M as in Mary?

Speaker speaker_1: Yes.

Speaker speaker_0: And then what's after that?

Speaker speaker_1: Uh, north. Ontario. T like Toronto. N-O-T, you know? Haimanot.

Speaker speaker_0: Okay.

Speaker speaker_1: H-A-Y... Yeah.

Speaker speaker_0: I have H-A-Y-A, M as in Mary, N as in Nancy, O as in Oscar, T as in Tom.

Speaker speaker_1: Yes. Haimanot.

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

Speaker speaker_1: Okay. 5231 Woodbrook Driver Apartment C. My birth, uh, 12 December, uh, 25 December 1973.

Speaker speaker_0: Okay. And then, uh, the mailing address, I actually have a PO Box 68269.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. Phone number 702-752-7227?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then your email address, is it M dot, your last... Uh, I'm sorry. M as in Mary.yourfirstname@yahoo.com?

Speaker speaker_1: Yes. With my first name, but they have like H-A-I, Hai, M-N-O-T yahoo.com.

Speaker speaker_0: Okay. So the way I have it spelled in my system is H-A-I-M-A-N-O-T@yahoo.com.

Speaker speaker_1: Yeah. Yeah, that's it.

Speaker speaker_0: Okay. All right. So, it looks like, um, your coverage should be active starting on the 17th, which is, uh, next Monday.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: So, it'll become active Monday the 17th, and then it'll take about seven to ten business days from Monday to get your ID cards.

Speaker speaker_1: Oh, okay. So, like, uh, for example, uh, this my PO Box 68269. Is that correct? My PO Box, right?

Speaker speaker_0: Uh... Oh, your PO Box.

Speaker speaker_1: This is-

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah.

Speaker speaker_0: 68269.

Speaker speaker_1: Okay. So, I don't receive nothing by email about my card information? Or I have to wait the PO Box?

Speaker speaker_0: So, again, your ID cards and policy information is not made until the coverage becomes active, so that's why you haven't received anything as of yet.

Speaker speaker_1: Okay. Well-

Speaker speaker_0: Um, your coverage becomes active Monday the 17th, so it will take seven to ten business days from Monday to get those ID cards.

Speaker speaker_1: Oh, o-

Speaker speaker_0: Your medical, your medical ID card-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is gonna be emailed to you.

Speaker speaker_1: Okay.

Speaker speaker_0: The dental and the vision will be mailed.

Speaker speaker_1: Oh, okay. The other one, it have to be received?

Speaker speaker_0: Yes. The medical will be emailed, and the dental and vision are mailed.

Speaker speaker_1: Okay. The... But I'm, I'm always, uh, asking them, like, uh, many stuff. I tell them if I have Medicare check in, hospital recover, something like this. So, okay. Vision and me-

Speaker speaker_2: You have a great Sunday.

Speaker speaker_1: ... dental they can email me. The other one, I have to wait seven day? That's correct, you say?

Speaker speaker_0: No. So your dental and your vision ID cards are mailed to you.

Speaker speaker_1: Oh.

Speaker speaker_0: The medical emailed.

Speaker speaker_1: Okay. I have only dental and vision only?

Speaker speaker_0: No, ma'am. You're enrolled into multiple things.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You're enrolled in the

Speaker speaker_3: ... fix program. You're enrolled into the virtual primary care, group accident, dental, short-term disability, critical illness, term life, vision, the VIP standard medical plan, the ID experts and behavioral health.

Speaker speaker_1: Oh, God. Thank you so much. Okay. I'm sorry for my, all my question, because that's why-

Speaker speaker_0: No, you're fine.

Speaker speaker_1: Thank you so much. Okay. I'm sorry for my repeated, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... asking you because, like, something that I don't understand as well. Thank you so much for helping me explain that.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay. Have a good day. God bless.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Bye-bye. Bye-bye. Thank you. Thank you.