

Transcript: VICTORIA

Taylor-6638501826445312-5497029509038080

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, um, I was calling because I just received a message, um, stated to enroll with my benefits before it ends in 30 days. I was just, uh, curious because I know I filled out a form when I first got the job. Would that have enrolled me or I'm... How did that go about? Um, it should have. What's the name of the agency you work for? Um, Adept, H-R-A-D-E-P-T-H-R, I think. And the last four of your Social? 3085. And your first and last name? Um, first name Jakayla, J-A-K-A-Y-L-A. Lewis, L-E-W-I-S. All right. And do you mind verifying your address and date of birth? Um, address should be 1249 Largo Drive, um, Savannah, Georgia, 31419, um, Apartment 54. And then, what else did you ask me for? I'm sorry. Your date of birth. Date of birth, August 30th, 1999. Gotcha. Phone number 912-771-5353? Yes, ma'am. And then email is jakaylal123@gmail.com? Yes, ma'am. Okay. Yes. So it looks like you're enrolled into the VIP Classic and the dental, those for employee only. Um, the coverage is not yet active. Mm-hmm. Once you see the first deduction being made out of your check, which comes out to- Mm-hmm. ... a total of \$23.21- Mm-hmm. ... the coverage will start the following Monday. And then, once it is actually active, the ID cards are made and sent to you within seven to 10 business days. Got you. So you are enrolled, we're just waiting for it to be active. Okay. And last question, and when I do receive that, do I, uh... Is it an online account that I can use as, as well? Um, I, I'm not sure. You might, you might be able to set up a account with the actual insurance carrier if they have- Okay. ... like, an app or an account. Um, I'm not too sure just because we're the... We're, we're you're, uh, benefits administrators, so we're not the actual insurance company. Oh, got you. All right. Well, I do thank you just to clarify that I am enrolled for it. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye. 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: Hey, um, I was calling because I just received a message, um, stated to enroll with my benefits before it ends in 30 days. I was just, uh, curious because I know I filled out a form when I first got the job. Would that have enrolled me or I'm... How did that go about?

Speaker speaker_0: Um, it should have. What's the name of the agency you work for?

Speaker speaker_1: Um, Adept, H-R-A-D-E-P-T-H-R, I think.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3085.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Um, first name Jakayla, J-A-K-A-Y-L-A. Lewis, L-E-W-I-S.

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

Speaker speaker_1: Um, address should be 1249 Largo Drive, um, Savannah, Georgia, 31419, um, Apartment 54. And then, what else did you ask me for? I'm sorry.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth, August 30th, 1999.

Speaker speaker_0: Gotcha. Phone number 912-771-5353?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is jakaylal123@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yes. So it looks like you're enrolled into the VIP Classic and the dental, those for employee only. Um, the coverage is not yet active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Once you see the first deduction being made out of your check, which comes out to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a total of \$23.21-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the coverage will start the following Monday. And then, once it is actually active, the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_1: Got you.

Speaker speaker_0: So you are enrolled, we're just waiting for it to be active.

Speaker speaker_1: Okay. And last question, and when I do receive that, do I, uh... Is it an online account that I can use as, as well?

Speaker speaker_0: Um, I, I'm not sure. You might, you might be able to set up a account with the actual insurance carrier if they have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like, an app or an account. Um, I'm not too sure just because we're the... We're, we're you're, uh, benefits administrators, so we're not the actual insurance company.

Speaker speaker_1: Oh, got you. All right. Well, I do thank you just to clarify that I am enrolled for it. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.