

Transcript: VICTORIA

Taylor-6701362876956672-6035386204340224

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. I'm just calling to see how long does it take to get the, the, uh, benefit card thingy? Um, so like the actual ID card? Yes, ma'am. Well, once your coverage is actually active it takes about seven to 10 business days to get those. Okay, 'cause I, I barely enrolled, like, on the 2nd. So are you saying two, two weeks? So, okay, let me just kinda go from the top. So when you enroll it can take one to two weeks for the enrollment to be processed through your payroll, so you might not see your first payroll deduction until two weeks after enrolling. Okay. Once it's deducted outta your check, coverage will start the following Monday. Okay. Now once the coverage is active, the ID cards are then made and sent to you within seven to 10 business days. So have you seen the first payroll deduction yet? Uh, I haven't logged in so they just told me to call you if I had any information. So... Okay. What's the name of the agency you work for? Um, Priority Personnel. You said Priority Personnel? Yes, ma'am. Yes, ma'am. Okay. And the last four of your Social? 78668. And your first and last name? Richard Calderone. I gotcha. Do you mind verifying your address and date of birth? Yes. Uh, 4210 Texas State Highway 123, Apartment 917, San Marcos, Texas 78666. Birthday is 12/01/1974. And then phone number is the same one you're calling from? Yes, ma'am, correct. Okay. The 469-4404. And then email is rich803@gmail.com? Yes, ma'am. Richc803. Okay. Uh, should it be R-I-C-H-803 at Gmail? Yes, it's R-I-C-H-C-803. I will update that. So I don't see that we've received the first deduction just yet. Okay. You are pending for enrollment, um, so we're just waiting on your employer to make that first deduction. Okay. All right then. Well, I'll, I'll talk to 'em right now then. Thank you very much. You're welcome. That's all. Uh-huh. Have, have a good one.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, ma'am. I'm just calling to see how long does it take to get the, the, uh, benefit card thingy?

Speaker speaker_0: Um, so like the actual ID card?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Well, once your coverage is actually active it takes about seven to 10 business days to get those.

Speaker speaker_1: Okay, 'cause I, I barely enrolled, like, on the 2nd. So are you saying two, two weeks?

Speaker speaker_0: So, okay, let me just kinda go from the top. So when you enroll it can take one to two weeks for the enrollment to be processed through your payroll, so you might not see your first payroll deduction until two weeks after enrolling.

Speaker speaker_1: Okay.

Speaker speaker_0: Once it's deducted outta your check, coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Now once the coverage is active, the ID cards are then made and sent to you within seven to 10 business days. So have you seen the first payroll deduction yet?

Speaker speaker_1: Uh, I haven't logged in so they just told me to call you if I had any information. So...

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, Priority Personnel.

Speaker speaker_0: You said Priority Personnel?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 78668.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Richard Calderone.

Speaker speaker_0: I gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. Uh, 4210 Texas State Highway 123, Apartment 917, San Marcos, Texas 78666. Birthday is 12/01/1974.

Speaker speaker_0: And then phone number is the same one you're calling from?

Speaker speaker_1: Yes, ma'am, correct.

Speaker speaker_0: Okay.

Speaker speaker_1: The 469-4404.

Speaker speaker_0: And then email is rich803@gmail.com?

Speaker speaker_1: Yes, ma'am. Richc803.

Speaker speaker_0: Okay. Uh, should it be R-I-C-H-803 at Gmail?

Speaker speaker_1: Yes, it's R-I-C-H-C-803.

Speaker speaker_0: I will update that. So I don't see that we've received the first deduction just yet.

Speaker speaker_1: Okay.

Speaker speaker_0: You are pending for enrollment, um, so we're just waiting on your employer to make that first deduction.

Speaker speaker_1: Okay. All right then. Well, I'll, I'll talk to 'em right now then. Thank you very much.

Speaker speaker_0: You're welcome. That's all.

Speaker speaker_1: Uh-huh. Have, have a good one.