

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits 100. My name is Stephanie. How can I assist you? Yes, my name is Kellan Moad, and I was trying to figure out my medical ID number. Okay. Um, so you need your card, in other words? Yes, ma'am. Okay. Um, the - what part... I'm sorry, what staffing agency do you work for? Uh, HP Staffing. Okay, and then what are the last four of your Social? 8820. Okay, thank you. And then your first and last name, please? Kellan Moad. K-E-L-L-A-N M-O-A-D. Okay, and then for security purposes, can you verify the address that I have on file, as well as your date of birth? Uh, 108 Robin Drive, um, 09/25/2002. And then what was that city and state? Uh, Glasgow, KY. Okay. And then I have 270-646-8212 as your phone number? Yes, ma'am. And I have your first name, last name at gmail.com. Is that still a good email address? Yes, ma'am. Okay. All right, let me see. Okay, so actually, it looks like we're still waiting on your staffing agency to make that first deduction, um, for your plans. Once you see the first deduction however, come out of your paycheck, the following Monday of that first deduction is when your plans become effective. But they haven't started doing those deductions yet, so your plan isn't active yet. All right, thank you. Mm-hmm. So I would just be taking a look at your pay stubs. Once you see the first one of the 23.87, the following Monday of that first deduction is when your plans become active. And by that Thursday or Friday of your first week of active coverage, you get your general vision card. And then for your VIP Classic Plan, normally they don't mail that one out. So, if you do want a physical one, once you become active you're welcome to call us and we can request one. All right, thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 100. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, my name is Kellan Moad, and I was trying to figure out my medical ID number.

Speaker speaker_0: Okay. Um, so you need your card, in other words?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, the - what part... I'm sorry, what staffing agency do you work for?

Speaker speaker_1: Uh, HP Staffing.

Speaker speaker_0: Okay, and then what are the last four of your Social?

Speaker speaker_1: 8820.

Speaker speaker_0: Okay, thank you. And then your first and last name, please?

Speaker speaker_1: Kellan Moad. K-E-L-L-A-N M-O-A-D.

Speaker speaker_0: Okay, and then for security purposes, can you verify the address that I have on file, as well as your date of birth?

Speaker speaker_1: Uh, 108 Robin Drive, um, 09/25/2002.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_1: Uh, Glasgow, KY.

Speaker speaker_0: Okay. And then I have 270-646-8212 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your first name, last name at gmail.com. Is that still a good email address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right, let me see. Okay, so actually, it looks like we're still waiting on your staffing agency to make that first deduction, um, for your plans. Once you see the first deduction however, come out of your paycheck, the following Monday of that first deduction is when your plans become effective. But they haven't started doing those deductions yet, so your plan isn't active yet.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Mm-hmm. So I would just be taking a look at your pay stubs. Once you see the first one of the 23.87, the following Monday of that first deduction is when your plans become active. And by that Thursday or Friday of your first week of active coverage, you get your general vision card. And then for your VIP Classic Plan, normally they don't mail that one out. So, if you do want a physical one, once you become active you're welcome to call us and we can request one.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.