

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card speaking. How may I help you? Hi. I just wanted to make sure that I have, um, dental insurance. Will I receive something in the mail? So you are enrolled in the dental, right? I, it took it out of my paycheck, but when I went to log back in and look for it, I couldn't find, like... I had some trouble logging in. I could only register. Okay. So after the benefits are active, it takes seven to 10 days for the benefits, uh, for the ID cards to arrive. Okay. Um, it's usually... Um, if you, when did you experience the first deduction? When did you pay your bill? Um, a couple days ago. Okay, so with, most likely on Monday, the benefits will be active. If you want to give us a call on Monday just to double-check. And like I said, now if you need to use the benefits before you receive the ID card, um, after benefits are active and the ID cards are generated in the system, we could send your temporary IDs to your email. So if you want to give us a call back on Monday just to make sure that the benefits are active, um, and that we received the, the premium. Okay. All right. Thank you. Thank you for giving us a call Thursday. You too.

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 speaking. How may I help you?

Speaker speaker_2: Hi. I just wanted to make sure that I have, um, dental insurance. Will I receive something in the mail?

Speaker speaker_1: So you are enrolled in the dental, right?

Speaker speaker_2: I, it took it out of my paycheck, but when I went to log back in and look for it, I couldn't find, like... I had some trouble logging in. I could only register.

Speaker speaker_1: Okay. So after the benefits are active, it takes seven to 10 days for the benefits, uh, for the ID cards to arrive.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it's usually... Um, if you, when did you experience the first deduction? When did you pay your bill?

Speaker speaker_2: Um, a couple days ago.

Speaker speaker_1: Okay, so with, most likely on Monday, the benefits will be active. If you want to give us a call on Monday just to double-check. And like I said, now if you need to use the benefits before you receive the ID card, um, after benefits are active and the ID cards are generated in the system, we could send your temporary IDs to your email. So if you want to give us a call back on Monday just to make sure that the benefits are active, um, and that we received the, the premium.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you for giving us a call Thursday.

Speaker speaker_2: You too.