

Transcript: VICTORIA

Taylor-4646538934435840-6653945915064320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi there. I've been trying to get, um, enrolled for a little while. I signed up online, and then I gave them a call a couple weeks ago, and I still haven't heard anything back. Um, so I'm just giving you guys another call to see where, where I'm at in the process. Okay. What's the name of the agency you work for? Um, it's called the, uh, La- the Seris. They just changed from, um, Seris Staffing Group. Okay, and the last four of your social? It is 2520. And your first and last name? Christina Denut. Do you mind verifying your address and date of birth? Uh, yeah. 30619 Mountain Loop Highway, Granite Falls, Washington 98252, and my date of birth is April 23rd, 1995. Okay, so your date of birth should be April 23rd, '95? Yeah, that's correct. Okay, so for some reason we had April 16th. Let me update that. Oh. And then, uh, just to make sure I heard you correctly, address is thir- is 30619 Mountain Loop Highway in Granite Falls, Washington 98252? Yes, 2520. Okay. Phone number is 425-223-6192? Yep. And then email is gonna be first name dot last name at gmail.com? Yes. Okay, give me one second. Cool. Yeah, I see that your coverage is currently active. It looks like it became active last week. Uh, so the ID card should be- Oh, okay. ... on the way to you. Um... Okay. The dental and vision are typically mailed, but the medical is emailed to you. Okay. Yeah, I haven't gotten anything in the mail. Uh, or like, the mail or the... I haven't checked my mailbox in a while, so I should go do that. But, um, I also haven't gotten anything in my email either. Should that have come last week? No, it typically takes about seven to 10 business days once the coverage is active, and it looks like it just- Okay. ... became active last week, so it should be on the way to you now. Um, but I can email you digital copies. Okay. Yeah, if you don't mind. Okay. Uh, give me just a few seconds. I'm gonna look those up, and I'll be right back. Okay, thank you very much. Thank you. All right. Thank you so much for I'll wait. So, I just sent your ID cards to your email. Okay, cool. I got them too. Thank you. You're welcome. And then just to make sure I put it down correctly, your date of birth should be April 23rd, '95. Yes. Okay. I was gonna have- I was gonna have... I'm sorry? No, I'm sorry. You were gonna have- Oh, okay. I'm gonna have to update the insurance carrier just to make sure everything goes smoothly, um, if you happen to submit any claims. Um, it typically takes about 24 to 48 business hours for them to get updated. So, I'm just gonna send an update to them about the date of birth. Okay. Sounds good. Yes, ma'am. Uh, was there anything else you might need from us? Uh, nope. That's good. Thank you for your help. You're welcome. Have a wonderful day. You too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi there. I've been trying to get, um, enrolled for a little while. I signed up online, and then I gave them a call a couple weeks ago, and I still haven't heard anything back. Um, so I'm just giving you guys another call to see where, where I'm at in the process.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um, it's called the, uh, La- the Seris. They just changed from, um, Seris Staffing Group.

Speaker speaker_1: Okay, and the last four of your social?

Speaker speaker_2: It is 2520.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Christina Denut.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, yeah. 30619 Mountain Loop Highway, Granite Falls, Washington 98252, and my date of birth is April 23rd, 1995.

Speaker speaker_1: Okay, so your date of birth should be April 23rd, '95?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: Okay, so for some reason we had April 16th. Let me update that.

Speaker speaker_2: Oh.

Speaker speaker_1: And then, uh, just to make sure I heard you correctly, address is thir- is 30619 Mountain Loop Highway in Granite Falls, Washington 98252?

Speaker speaker_2: Yes, 2520.

Speaker speaker_1: Okay. Phone number is 425-223-6192?

Speaker speaker_2: Yep.

Speaker speaker_1: And then email is gonna be first name dot last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Cool.

Speaker speaker_1: Yeah, I see that your coverage is currently active. It looks like it became active last week. Uh, so the ID card should be-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... on the way to you. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: The dental and vision are typically mailed, but the medical is emailed to you.

Speaker speaker_2: Okay. Yeah, I haven't gotten anything in the mail. Uh, or like, the mail or the... I haven't checked my mailbox in a while, so I should go do that. But, um, I also haven't gotten anything in my email either. Should that have come last week?

Speaker speaker_1: No, it typically takes about seven to 10 business days once the coverage is active, and it looks like it just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... became active last week, so it should be on the way to you now. Um, but I can email you digital copies.

Speaker speaker_2: Okay. Yeah, if you don't mind.

Speaker speaker_1: Okay. Uh, give me just a few seconds. I'm gonna look those up, and I'll be right back.

Speaker speaker_2: Okay, thank you very much.

Speaker speaker_1: Thank you. All right. Thank you so much for

Speaker speaker_3: I'll wait.

Speaker speaker_1: So, I just sent your ID cards to your email.

Speaker speaker_4: Okay, cool. I got them too. Thank you.

Speaker speaker_1: You're welcome. And then just to make sure I put it down correctly, your date of birth should be April 23rd, '95.

Speaker speaker_4: Yes.

Speaker speaker_1: Okay.

Speaker speaker_4: I was gonna have-

Speaker speaker_1: I was gonna have... I'm sorry?

Speaker speaker_4: No, I'm sorry. You were gonna have-

Speaker speaker_1: Oh, okay. I'm gonna have to update the insurance carrier just to make sure everything goes smoothly, um, if you happen to submit any claims. Um, it typically takes about 24 to 48 business hours for them to get updated. So, I'm just gonna send an update to them about the date of birth.

Speaker speaker_4: Okay. Sounds good.

Speaker speaker_1: Yes, ma'am. Uh, was there anything else you might need from us?

Speaker speaker_4: Uh, nope. That's good. Thank you for your help.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_4: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.