

## Transcript: VICTORIA

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### Full Transcript

Thank you for calling Benefits on a Card. This is Vitoria, how can I help you? Yes, my name is, uh, Victor Cervantes. I was wondering if I could, uh, let you know what health coverage I'm picking. Okay. What's the name of the staffing agency you work for? Integrity Trade Services. And the last four of your social? 9782. All right. And do you mind verifying your address and date of birth? Uh, my address is 208 Westlake Street, Knox, Indiana, 46534, and my birthdate is August 23rd, 1973. Okay. Let's see. And what was the ZIP code for your address again? 46534. Okay. Phone number is gonna be the same number you're calling from? Yes. Right. And then email is vc3229034@gmail.com? Yes. Right. Give me just one second. Mm-hmm. All righty. And what plans were you wanting to enroll into? Okay, just the VIP Classic for 19.84. Okay. So just to let you know, it looks like the VIP Classic is actually \$19.84. Yes. That's what I said, 19.84. Oh, okay. I'm sorry. Mm-hmm. I- I thought you said 94 cents. Mm-hmm. All right. Is that all you're wanting to enroll into? Yes. For employee only? Excuse me? Yes, employee only. Uh, okay. All right. So, um, it will take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction, which m- may not happen until two weeks from now, the coverage will start the following Monday. Now, once the coverage is active, it typically takes about seven to 10 business days for your ID cards to be made and sent to you. Um... Okay. ... and the ID card specifically for that VIP plan is emailed to you. Okay. So I have a doctor visit on April 10th for my primary, uh, physician, which I'm barely gonna meet with her on that day. I won't have it by then, huh? Um, so I can't guarantee that the... when the coverage is gonna start, just because I don't have access to payroll. Um, I know it typically takes up to two weeks before that first deduction is made and then the coverage- Oh, okay. ... starts following Monday. Um- Okay. So three weeks. Essentially, yes, sir. Um, so- Yeah. ... I honestly... I would just keep an eye on your pay stub. Um, whenever they make that first deduction, the coverage will start the following Monday. So it might be something that you might wanna, if you can, reschedule. Okay. No, I've been waiting two months already. I need to see her, but yeah. Okay. Thank you. You're welcome. Do you need help with anything else? No, I don't. Thank you very much. You've been a lot of help. Well... Yes, sir, have a good day. Okay. You have a good day. Yes. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Vitoria, how can I help you?

Speaker speaker\_1: Yes, my name is, uh, Victor Cervantes. I was wondering if I could, uh, let you know what health coverage I'm picking.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Integrity Trade Services.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9782.

Speaker speaker\_0: All right. And do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, my address is 208 Westlake Street, Knox, Indiana, 46534, and my birthdate is August 23rd, 1973.

Speaker speaker\_0: Okay. Let's see. And what was the ZIP code for your address again?

Speaker speaker\_1: 46534.

Speaker speaker\_0: Okay. Phone number is gonna be the same number you're calling from?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. And then email is vc3229034@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. Give me just one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All righty. And what plans were you wanting to enroll into?

Speaker speaker\_1: Okay, just the VIP Classic for 19.84.

Speaker speaker\_0: Okay. So just to let you know, it looks like the VIP Classic is actually \$19.84.

Speaker speaker\_1: Yes. That's what I said, 19.84.

Speaker speaker\_0: Oh, okay. I'm sorry.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I- I thought you said 94 cents.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. Is that all you're wanting to enroll into?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For employee only?

Speaker speaker\_1: Excuse me? Yes, employee only.

Speaker speaker\_0: Uh, okay. All right. So, um, it will take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction, which m- may not happen until two weeks from now, the coverage will start the following Monday. Now, once the coverage is active, it typically takes about seven to 10 business days for your ID cards to be made and sent to you. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and the ID card specifically for that VIP plan is emailed to you.

Speaker speaker\_1: Okay. So I have a doctor visit on April 10th for my primary, uh, physician, which I'm barely gonna meet with her on that day. I won't have it by then, huh?

Speaker speaker\_0: Um, so I can't guarantee that the... when the coverage is gonna start, just because I don't have access to payroll. Um, I know it typically takes up to two weeks before that first deduction is made and then the coverage-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... starts following Monday. Um-

Speaker speaker\_1: Okay. So three weeks.

Speaker speaker\_0: Essentially, yes, sir. Um, so-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... I honestly... I would just keep an eye on your pay stub. Um, whenever they make that first deduction, the coverage will start the following Monday. So it might be something that you might wanna, if you can, reschedule.

Speaker speaker\_1: Okay. No, I've been waiting two months already. I need to see her, but yeah. Okay. Thank you.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_1: No, I don't. Thank you very much. You've been a lot of help.

Speaker speaker\_0: Well... Yes, sir, have a good day.

Speaker speaker\_1: Okay. You have a good day. Yes. Bye.