

## **Transcript: VICTORIA**

**Taylor-4742119561412608-5676945164517376**

### **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? Um, yes, I was calling because I enrolled in, um, benefits through you guys, and I did it on, like, uh, December the 27th. And they said it was processed and everything, and it was approved. However, I can't see, like, my digital cards or anything. Okay. Like, how do I access those? Because when I go, like, online, um, it's saying that my digital cards are not available yet. Okay, let me pull up your file. What's the name of the agency you work for? Um, um, ATC Healthcare Services, Around The Clock Healthcare Services. And the last four of your Social? It's 4686. Gotcha. And, uh, your first and last name? D'andrea James. All righty. Uh, do you mind verifying your address and date of birth? Uh, my date of birth is April 28, 1997. And my address is 3805 Brookwood Boulevard, Rex, Georgia, 30273. And then, uh, phone number is 470-745-8118. Yes, ma'am. And then email is ajames010218 at gmail. Yes, ma'am. Okay. So, it looks like your coverage just became active this week. It typically takes about seven to ten business days to get the ID cards. Um, let me see if I can look copies up on my end. If I'm able to download them, I can send them to your email. Okay, thank you. You're welcome. Give me just a few seconds. All righty, thank you so much for holding. So, it looks like I only have access to the vision ID card as of right now. Uh, we're still waiting on the medical and the dental ID card from the carrier. Okay. Um, so I can go ahead and send your vision. And then as soon as the medical and dental are available, I will send another email with those to you. Okay, thank you so much. You're welcome. Did you need help with anything else? No, ma'am. That was all. You have a great day. You too. 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: Um, yes, I was calling because I enrolled in, um, benefits through you guys, and I did it on, like, uh, December the 27th. And they said it was processed and everything, and it was approved. However, I can't see, like, my digital cards or anything.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Like, how do I access those? Because when I go, like, online, um, it's saying that my digital cards are not available yet.

Speaker speaker\_1: Okay, let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_2: Um, um, ATC Healthcare Services, Around The Clock Healthcare Services.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: It's 4686.

Speaker speaker\_1: Gotcha. And, uh, your first and last name?

Speaker speaker\_2: D'andrea James.

Speaker speaker\_1: All righty. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, my date of birth is April 28, 1997. And my address is 3805 Brookwood Boulevard, Rex, Georgia, 30273.

Speaker speaker\_1: And then, uh, phone number is 470-745-8118.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is ajames010218 at gmail.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So, it looks like your coverage just became active this week. It typically takes about seven to ten business days to get the ID cards. Um, let me see if I can look copies up on my end. If I'm able to download them, I can send them to your email.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. Give me just a few seconds. All righty, thank you so much for holding. So, it looks like I only have access to the vision ID card as of right now. Uh, we're still waiting on the medical and the dental ID card from the carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so I can go ahead and send your vision. And then as soon as the medical and dental are available, I will send another email with those to you.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: No, ma'am. That was all. You have a great day.

Speaker speaker\_1: You too. Bye-bye.