

## **Transcript: VICTORIA**

**Taylor-4836444259958784-5627683267887104**

### **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? Uh, yeah, uh, I just recently started, like, a, like, a w- a week ago with, uh, MAU in Anderson, South Carolina, and I was just wondering when I was gonna receive my insurance cards. Okay. Did you enroll into coverage? Yes. Okay. So, it typically takes about one to two weeks for the enrollment to be processed through your payroll. Um... Oh, okay. Then once you see that first deduction being made out of your check for the coverage, it will start the following Monday. Okay. And then once the coverage is actually active, that's when the policy information is being made, so it takes an additional seven to 10 business days to get the ID card. Okay. Okay, I was just curious. Okay. Uh- I, I- ... was there anything else you might need help with? Uh, no. All righty. You have a wonderful day. Oh, you too. Thank you. Thank you. Bye-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: Uh, yeah, uh, I just recently started, like, a, like, a w- a week ago with, uh, MAU in Anderson, South Carolina, and I was just wondering when I was gonna receive my insurance cards.

Speaker speaker\_1: Okay. Did you enroll into coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, it typically takes about one to two weeks for the enrollment to be processed through your payroll. Um...

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Then once you see that first deduction being made out of your check for the coverage, it will start the following Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then once the coverage is actually active, that's when the policy information is being made, so it takes an additional seven to 10 business days to get the ID

card.

Speaker speaker\_2: Okay. Okay, I was just curious.

Speaker speaker\_1: Okay. Uh-

Speaker speaker\_2: I, I-

Speaker speaker\_1: ... was there anything else you might need help with?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: Oh, you too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.