

Transcript: VICTORIA

Taylor-4841481519808512-5817634707521536

Full Transcript

Thank you for calling Card. This is Victoria. How can we help you? Hi, Victoria. Um, I was just trying to see if I've had services. Uh, you guys mentioned signing up and if, um, like the processing now where I'm at. Okay. What's the name of the agency you work for? It's BG MultiFamily. And the last four of your Social? 8517. And, uh, your first and last name. It's Imani Bryerson. Okay. Do you mind verifying your address and date of birth? It's 3356 Boulevard, Indianapolis, Indiana 46239 and 10-31-1996. Okay, phone number 317-450-4549. Yeah. And then email is just your first name dot last name at Yahoo.com? Yeah. Okay. Um, yeah, so it looks like you're pending for enrollment, uh, for a couple different things, the dental, short-term disability, term life, vision and the VIP standard for employee only. Um, it's not yet active. I know typically enrollment can take about one to two weeks to be processed through payroll, but ultimately the coverage becomes active the following Monday of your first payroll deduction, uh, which we have not received just yet. Okay. Um, so is that all I'm waiting for, is just that? Yeah, so once the... once your employer makes that first deduction out of your check, which should come out to a total of \$27.77, once that deduction is made the coverage will start the following Monday. Okay. All righty, thank you. You're welcome. Do you need help with anything else? Um, no, that's it. Okay. You have a wonderful day. Okay. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Card. This is Victoria. How can we help you?

Speaker speaker_1: Hi, Victoria. Um, I was just trying to see if I've had services. Uh, you guys mentioned signing up and if, um, like the processing now where I'm at.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: It's BG MultiFamily.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8517.

Speaker speaker_0: And, uh, your first and last name.

Speaker speaker_1: It's Imani Bryerson.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's 3356 Boulevard, Indianapolis, Indiana 46239 and 10-31-1996.

Speaker speaker_0: Okay, phone number 317-450-4549.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is just your first name dot last name at Yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, yeah, so it looks like you're pending for enrollment, uh, for a couple different things, the dental, short-term disability, term life, vision and the VIP standard for employee only. Um, it's not yet active. I know typically enrollment can take about one to two weeks to be processed through payroll, but ultimately the coverage becomes active the following Monday of your first payroll deduction, uh, which we have not received just yet.

Speaker speaker_1: Okay. Um, so is that all I'm waiting for, is just that?

Speaker speaker_0: Yeah, so once the... once your employer makes that first deduction out of your check, which should come out to a total of \$27.77, once that deduction is made the coverage will start the following Monday.

Speaker speaker_1: Okay. All righty, thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Bye-bye.