

Transcript: VICTORIA

Taylor-5059276799950848-6331895306207232

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, yes. I was calling because I got a text message saying that I had, like, 30 days or whatever to apply for benefits. I thought I already had, so I just wanted to make sure I was actually, like, enrolled. Okay. Uh, what's the name of the agency you work for? On Track Stamping. And the last four of your Social? 6628. And your first and last name? Brittany Pierce. P-I-A-R-C-E. Okay. Do you mind verifying your address and date of birth? Uh, address is 6469 Bar Nunn Trail, Sanger, Texas 76266, and my date of birth is 12/04/1990. Okay, phone number 940-228-6776? Correct. And then email's going to be first initial, last name, 021416@outlook.com? Correct. Okay. Yeah. So I do see that you're enrolled into the Free Rx, dental, vision, the VIP+ and the behavioral health for just yourself. Okay. And the medical too? That's what the VIP+ is. That's your medical. Oh, okay. Oh, okay. Okay, awesome. I just wanted to make sure because I got that text and I just wanted to verify. I was like, "Uh-oh, I don't want to miss out." Yeah. I don't see the coverage as active just yet, but once you see the first deduction come out of your check for the coverage, the coverage will start the following Monday. Okay. Awesome. Thank you. Thank you. Bye-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: Hi, yes. I was calling because I got a text message saying that I had, like, 30 days or whatever to apply for benefits. I thought I already had, so I just wanted to make sure I was actually, like, enrolled.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: On Track Stamping.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6628.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brittany Pierce. P-I-A-R-C-E.

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

Speaker speaker_2: Uh, address is 6469 Bar Nunn Trail, Sanger, Texas 76266, and my date of birth is 12/04/1990.

Speaker speaker_1: Okay, phone number 940-228-6776?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email's going to be first initial, last name, 021416@outlook.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Yeah. So I do see that you're enrolled into the Free Rx, dental, vision, the VIP+ and the behavioral health for just yourself.

Speaker speaker_2: Okay. And the medical too?

Speaker speaker_1: That's what the VIP+ is. That's your medical.

Speaker speaker_2: Oh, okay. Oh, okay. Okay, awesome. I just wanted to make sure because I got that text and I just wanted to verify. I was like, "Uh-oh, I don't want to miss out."

Speaker speaker_1: Yeah. I don't see the coverage as active just yet, but once you see the first deduction come out of your check for the coverage, the coverage will start the following Monday.

Speaker speaker_2: Okay. Awesome. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.