

Transcript: VICTORIA

Taylor-5121459311034368-4589555327385600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Victoria, how can I help, help you? Yeah. Hi there. I just wanted to make f, sure that I am enrolled, uh, in the Benefits in a Card. Okay. Um, what's the name of the agency you work for? It's called Creative Circle. And the last four of your Social? 1853. And, uh, your first and last name? It's Susanna, S-U-S-A-N-N-A, and C-A-M-P. All right. Do you mind verifying your address and date of birth? Yeah, it's 920 Montgomery Street, number 312 in San Francisco, 94113... oh, sorry, 94133. And, uh, the date of birth is 7/22/'67. Okay. Phone number 415-272-0827? Yeah. And then email is just first name dot last name at gmail.com? Yes. Okay. So, I do see that you're pending for enrollment on the Ensure Plus Basic Medical Plan, dental, term life and vision for yourself. Yeah, good. Okay. Uh, so then, uh, yeah, I had just gotten a notification that I needed to enroll, so I guess I've already done that. Uh, is... Can you confirm that, uh, a card will be sent to me? I think there was something when I initially called about how I needed to request that a card be sent, like a insurance card? Uh, so- Yeah, so I know once the coverage is active it typically takes about seven to 10 business days to get your ID cards. Okay. The dental and vision are mailed to you, whereas the medical is emailed. Okay. Okay. Uh, so, so, yeah, so great. That, so that request is in the works and these things will c- come by mail and email? Or- Yeah, correct. ... or do I need to call back once I, once it, once it's active? Uh, like, uh, is there gonna, is something going to be sent to me to let me know that I've made it from pending status to active status? Not that I'm aware of. You just have to pay, pay attention to your pay stubs. Okay. Once you see that first deduction being made, coverage will start the following Monday. Okay. Um, now again, IDs are autom- ID, ID cards are automatically sent to you. The dental and vision are mailed, and the medical is emailed. Oh, okay, great. Okay. Good to know. And then- Uh, all right, so thank you. I'll just, uh, stay on top of the, the, the pay stub and watch for things to take place, which, uh, is important to me because I actually have, uh, other insurance that I'd like to cancel at some point. So, um, uh, I will do that. Thank you. You're welcome. Have a wonderful day. All right. Okay, you too. Bye. Thank you, 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 in a Card, this is Victoria, how can I help, help you?

Speaker speaker_2: Yeah. Hi there. I just wanted to make f, sure that I am enrolled, uh, in the Benefits in a Card.

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

Speaker speaker_2: It's called Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1853.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: It's Susanna, S-U-S-A-N-N-A, and C-A-M-P.

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

Speaker speaker_2: Yeah, it's 920 Montgomery Street, number 312 in San Francisco, 94113... oh, sorry, 94133. And, uh, the date of birth is 7/22/67.

Speaker speaker_1: Okay. Phone number 415-272-0827?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is just first name dot last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, I do see that you're pending for enrollment on the Ensure Plus Basic Medical Plan, dental, term life and vision for yourself.

Speaker speaker_2: Yeah, good. Okay. Uh, so then, uh, yeah, I had just gotten a notification that I needed to enroll, so I guess I've already done that. Uh, is... Can you confirm that, uh, a card will be sent to me? I think there was something when I initially called about how I needed to request that a card be sent, like a insurance card? Uh, so-

Speaker speaker_1: Yeah, so I know once the coverage is active it typically takes about seven to 10 business days to get your ID cards.

Speaker speaker_2: Okay.

Speaker speaker_1: The dental and vision are mailed to you, whereas the medical is emailed.

Speaker speaker_2: Okay. Okay. Uh, so, so, yeah, so great. That, so that request is in the works and these things will c- come by mail and email? Or-

Speaker speaker_1: Yeah, correct.

Speaker speaker_2: ... or do I need to call back once I, once it, once it's active? Uh, like, uh, is there gonna, is something going to be sent to me to let me know that I've made it from pending status to active status?

Speaker speaker_1: Not that I'm aware of. You just have to pay, pay attention to your pay stubs.

Speaker speaker_2: Okay.

Speaker speaker_1: Once you see that first deduction being made, coverage will start the following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now again, IDs are autom- ID, ID cards are automatically sent to you. The dental and vision are mailed, and the medical is emailed.

Speaker speaker_2: Oh, okay, great. Okay. Good to know.

Speaker speaker_1: And then-

Speaker speaker_2: Uh, all right, so thank you. I'll just, uh, stay on top of the, the, the pay stub and watch for things to take place, which, uh, is important to me because I actually have, uh, other insurance that I'd like to cancel at some point. So, um, uh, I will do that. Thank you.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: All right. Okay, you too. Bye.

Speaker speaker_1: Thank you, bye-bye.