

Transcript: VICTORIA

Taylor-5205818065731584-6405396626587648

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Victoria, hi. My name is Linda Diaz. I got an email saying that, um, I needed to call in to complete my benefits registration. Okay. Uh, what's the name of the agency you work for? Uh, Oxford Global. Okay. And the last four of your Social? 8100. All right. And let's see. Do you mind verifying your address and date of birth? Uh, 2121 N- New Tampa Highway, um, D46, Lakeland, Florida 33815, and my date of birth is 04-24-1969. And number 815-545-6590? That's my phone number. All right, and then email is gonna be firstandlastname@gmail.com. That's correct. Okay. Give me just one second. I'm just looking over the notes on your account. Okay. Okay. Do you mind if I put you on a brief hold for just one moment? No, not at all. Okay. Okay. Hey, Linda, can I ask you something? What? Yeah. What? Yeah. I think it's in there. What? Give me a second. I didn't... When did this get here? It's in the bathroom. Where? I'm doing the health stuff right now. Okay. All righty. Thank you so much for holding, Linda. So it looks like we have everything that we need. Um, you are pending for the Insure Plus Basics Dental and Vision for you and your spouse, Long-term Disability for employee only, and we also have Canon and Liz. So, uh, there's nothing missing at the moment. So, why did they get a call? Um, I believe at the time we were missing that, but if I'm looking at it correctly, it looks like you went online on the 24th of March and added the dependent. O- Um, yeah. Yes, I did. Yeah, so that email was- So- ... sent to you before then, I'm assuming? I- No, I just got that recently. Um, when, when will our benefits be available to use? So, um, any type of enrollment typically takes about one to two weeks to be processed through payroll, and then once you see that deduction being made outta your check, the coverage starts the following Monday. Okay, so once I see the deduction the following Monday, we should be able to use it. Correct. Like, we set an appointment and... Okay. Do we, are we gonna get cards and stuff in the mail? Yes. Once coverage is active, it typically takes about seven to 10 business days to get the ID cards. Okay, perfect. Thank you so much. You're welcome. Have a wonderful day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Victoria, hi. My name is Linda Diaz. I got an email saying that, um, I needed to call in to complete my benefits registration.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Oxford Global.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 8100.

Speaker speaker_0: All right. And let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2121 N- New Tampa Highway, um, D46, Lakeland, Florida 33815, and my date of birth is 04-24-1969.

Speaker speaker_0: And number 815-545-6590?

Speaker speaker_1: That's my phone number.

Speaker speaker_0: All right, and then email is gonna be firstandlastname@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Give me just one second. I'm just looking over the notes on your account.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you mind if I put you on a brief hold for just one moment?

Speaker speaker_1: No, not at all.

Speaker speaker_0: Okay. Okay.

Speaker speaker_2: Hey, Linda, can I ask you something?

Speaker speaker_1: What?

Speaker speaker_0: Yeah.

Speaker speaker_1: What?

Speaker speaker_0: Yeah. I think it's in there.

Speaker speaker_1: What?

Speaker speaker_0: Give me a second.

Speaker speaker_1: I didn't... When did this get here? It's in the bathroom. Where? I'm doing the health stuff right now.

Speaker speaker_0: Okay. All righty. Thank you so much for holding, Linda. So it looks like we have everything that we need. Um, you are pending for the Insure Plus Basics Dental and Vision for you and your spouse, Long-term Disability for employee only, and we also have Canon and Liz. So, uh, there's nothing missing at the moment.

Speaker speaker_1: So, why did they get a call?

Speaker speaker_0: Um, I believe at the time we were missing that, but if I'm looking at it correctly, it looks like you went online on the 24th of March and added the dependent.

Speaker speaker_1: O- Um, yeah. Yes, I did.

Speaker speaker_0: Yeah, so that email was-

Speaker speaker_1: So-

Speaker speaker_0: ... sent to you before then, I'm assuming?

Speaker speaker_1: I- No, I just got that recently. Um, when, when will our benefits be available to use?

Speaker speaker_0: So, um, any type of enrollment typically takes about one to two weeks to be processed through payroll, and then once you see that deduction being made outta your check, the coverage starts the following Monday.

Speaker speaker_1: Okay, so once I see the deduction the following Monday, we should be able to use it.

Speaker speaker_0: Correct.

Speaker speaker_1: Like, we set an appointment and... Okay. Do we, are we gonna get cards and stuff in the mail?

Speaker speaker_0: Yes. Once coverage is active, it typically takes about seven to 10 business days to get the ID cards.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.