

## **Transcript: VICTORIA**

**Taylor-5288875078500352-5711834934984704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Alvin? Yes. Hey, Alvin. This is Victoria with Benefits on a Card. We spoke yesterday about your benefits through, um, Adepta HR for the dental. Yeah. Hey. Yes, go ahead. So I'm just giving you a call back, um, to let you know that we did go ahead and update, um, American Public Life on the coverage, and your spouse is now showing as a dependent. Uh, when will the new cards be, uh, issued? So they did request for new cards, um, to be sent to you, so that typically takes about seven to 10 business days, but I can look up copies and email them- Okay. ... um, to you as well. Oh, okay. Yeah, I can- Uh, yeah. Please do that. Thank you. Now, uh, with that being said, there is- One of the medical ID cards for your preventative care is still reflecting employee and children instead of employee plus spouse, so I'm working on getting a new card for that one. But I can send the hospital indemnity medical ID card, dental and vision to you. Okay. Will- will- will they all, um, will they all show, uh, spouse and- and- and employee? Yes. The- The hospital indemnity, the dental and the vision should. Um, the one that- Okay. ... is not currently showing employee plus spouse is for your preventative medical, which I'm working on getting updated as well for you. Oh, okay. So as soon as I get an updated copy of that, I'll follow back up with you and send it to you. Okay, and what- and what email would you send that to? Uh, the one I have on file for you, which is a.edwards@madsen.com. Uh, can you send it to another email for me? Sure. It's alvinedwards76@yahoo.com. Okay, so alvinedwards76@yahoo.com? Yes, ma'am. Okay. All righty. I will send it to you there. Okay. Thank you. You're welcome. Have a good day. Yes. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Alvin?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, Alvin. This is Victoria with Benefits on a Card. We spoke yesterday about your benefits through, um, Adepta HR for the dental.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Hey.

Speaker speaker\_2: Yes, go ahead.

Speaker speaker\_1: So I'm just giving you a call back, um, to let you know that we did go ahead and update, um, American Public Life on the coverage, and your spouse is now showing as a dependent.

Speaker speaker\_2: Uh, when will the new cards be, uh, issued?

Speaker speaker\_1: So they did request for new cards, um, to be sent to you, so that typically takes about seven to 10 business days, but I can look up copies and email them-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um, to you as well.

Speaker speaker\_2: Oh, okay. Yeah, I can- Uh, yeah. Please do that.

Speaker speaker\_1: Thank you. Now, uh, with that being said, there is- One of the medical ID cards for your preventative care is still reflecting employee and children instead of employee plus spouse, so I'm working on getting a new card for that one. But I can send the hospital indemnity medical ID card, dental and vision to you.

Speaker speaker\_2: Okay. Will- will- will they all, um, will they all show, uh, spouse and- and- and employee?

Speaker speaker\_1: Yes. The- The hospital indemnity, the dental and the vision should. Um, the one that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is not currently showing employee plus spouse is for your preventative medical, which I'm working on getting updated as well for you.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So as soon as I get an updated copy of that, I'll follow back up with you and send it to you.

Speaker speaker\_2: Okay, and what- and what email would you send that to?

Speaker speaker\_1: Uh, the one I have on file for you, which is a.edwards@madsen.com.

Speaker speaker\_2: Uh, can you send it to another email for me?

Speaker speaker\_1: Sure.

Speaker speaker\_2: It's alvinedwards76@yahoo.com.

Speaker speaker\_1: Okay, so alvinedwards76@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. All righty. I will send it to you there.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Yes. You too.

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