

Transcript: VICTORIA

Taylor-5321697913683968-6139354728579072

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 there. I'm looking to sign up for a plan, I think the Ensure Plus, I believe. Okay. Uh, what's the name of the, excuse me, the name of the agency you work for? Uh, Creative Circle. And the last four of your social? 5331. And your, uh, first and last name? Nathan, N-A-T-H-A-N. Base, uh, Grotticelli. G-R-O-T-T-I-C-E-L-L-I. Okay. Uh, do you mind verifying your address and date of birth? Sure. 3700 South Fasa Drive, Apartment H104, Santa Ana, California, 92704. Um, and then what was the other one you wanted to verify? Uh, your date of birth. Uh, 4-29-94. Okay. Phone number 201-270-7729? Yep. That's what I'm calling you on right now. And then phone number is gonna be... Or I'm sorry, email address is gonna be first and last name at gmail.com. That is correct. Okay. Let's see. Give me one second. Yeah. Take your time. Thank you. All right. And I'm sorry, what was the... What plan did you want? Uh, I think the Ensure Plus. Okay. Are you just wanting that for employee only? The... Only for employee. What's the other option for you guys? Uh, there's employee plus spouse, employee plus children, and then employee plus family. Employee only here. Okay. Was there anything else? No. I think that's about it. Okay. Um, so the, um, Ensure Plus Basics for employee only would be \$17.21 a week. Perfect. And then, um, from here, it could take about one to two weeks for the enrollment to be processed through payroll. Once you see that- Okay. ... uh, first deduction being made out of your check, coverage will start the following Monday. And then, um, once the coverage is ac- actually active, it, uh, typically takes about seven to ten business days to get the ID card for that. Um, but it will be emailed to you from the carrier. Cool. And is there any like virtual ID card or anything? Yeah. That's what's going to be emailed to you is the ID card. Oh, okay. Okay. And that'll be emailed, what you said, one to two weeks, right? Well, it... So once the coverage is active, it takes about seven to ten business days. And then I'll receive that email and I'll be good to go? Yes, sir. So really the actual enrollment process takes one to two weeks. Uh, so you might not see the first deduction until two weeks from now. Once you see that deduction being made out of your check, coverage will start the following Monday, and that's when the coverage becomes active. Uh- Okay. ... so you can use it as soon as it becomes active. I would suggest waiting for your ID card to make things easier. But as soon as it's active, you can use it. Okay. Once it is active- Okay. ... it'll take an additional seven to ten business days to get the ID card. Sweet. All right. That all makes super sense. Anything else, or are we all good to go? Yes, uh, that's all that I need on my end, and I hope you have a wonderful day. I hope you do too. Thank you so much. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi there. I'm looking to sign up for a plan, I think the Ensure Plus, I believe.

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

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5331.

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

Speaker speaker_2: Nathan, N-A-T-H-A-N. Base, uh, Grotticelli. G-R-O-T-T-I-C-E-L-L-I.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. 3700 South Fasa Drive, Apartment H104, Santa Ana, California, 92704. Um, and then what was the other one you wanted to verify?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_2: Uh, 4-29-94.

Speaker speaker_1: Okay. Phone number 201-270-7729?

Speaker speaker_2: Yep. That's what I'm calling you on right now.

Speaker speaker_1: And then phone number is gonna be... Or I'm sorry, email address is gonna be first and last name at gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. Let's see. Give me one second.

Speaker speaker_2: Yeah. Take your time. Thank you.

Speaker speaker_1: All right. And I'm sorry, what was the... What plan did you want?

Speaker speaker_2: Uh, I think the Ensure Plus.

Speaker speaker_1: Okay. Are you just wanting that for employee only?

Speaker speaker_2: The... Only for employee. What's the other option for you guys?

Speaker speaker_1: Uh, there's employee plus spouse, employee plus children, and then employee plus family.

Speaker speaker_2: Employee only here.

Speaker speaker_1: Okay. Was there anything else?

Speaker speaker_2: No. I think that's about it.

Speaker speaker_1: Okay. Um, so the, um, Ensure Plus Basics for employee only would be \$17.21 a week.

Speaker speaker_2: Perfect.

Speaker speaker_1: And then, um, from here, it could take about one to two weeks for the enrollment to be processed through payroll. Once you see that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, first deduction being made out of your check, coverage will start the following Monday. And then, um, once the coverage is ac- actually active, it, uh, typically takes about seven to ten business days to get the ID card for that. Um, but it will be emailed to you from the carrier.

Speaker speaker_2: Cool. And is there any like virtual ID card or anything?

Speaker speaker_1: Yeah. That's what's going to be emailed to you is the ID card.

Speaker speaker_2: Oh, okay. Okay. And that'll be emailed, what you said, one to two weeks, right?

Speaker speaker_1: Well, it... So once the coverage is active, it takes about seven to ten business days.

Speaker speaker_2: And then I'll receive that email and I'll be good to go?

Speaker speaker_1: Yes, sir. So really the actual enrollment process takes one to two weeks. Uh, so you might not see the first deduction until two weeks from now. Once you see that deduction being made out of your check, coverage will start the following Monday, and that's when the coverage becomes active. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so you can use it as soon as it becomes active. I would suggest waiting for your ID card to make things easier. But as soon as it's active, you can use it.

Speaker speaker_2: Okay.

Speaker speaker_1: Once it is active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... it'll take an additional seven to ten business days to get the ID card.

Speaker speaker_2: Sweet. All right. That all makes super sense. Anything else, or are we all good to go?

Speaker speaker_1: Yes, uh, that's all that I need on my end, and I hope you have a wonderful day.

Speaker speaker_2: I hope you do too. Thank you so much.

Speaker speaker_1: Thank you. Bye-bye.