

## **Transcript: VICTORIA**

**Taylor-5373494166503424-6457001538174976**

### **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? Yes, ma'am. Hey, Victoria. How are you today? Uh, my name is Robert Sweeney. I work through... for the State of Kentucky through you guys, and, uh, I, um, at the first of the month I called and filed for, you know, I wanted health insurance, dental insurance, and life insurance, and arranged for it to be took out of my check. I've been waiting all month, like to get some paperwork for you, from you, and, uh, I got some texts yesterday that they said that, you know, I was on my last... you know, I needed to hurry up and file or I wouldn't be able to do it for another year. Uh, I was just trying to clear up, uh, what happened, you know, why it didn't go ahead and, and, and take hold. Okay. What's the name of the staffing agency you're going through? Pardon me? The name of the staffing agency you're working through? Uh, Crown? All right, and- Crown, Hopkinsville, Kentucky. And what's the last four of your Social? Uh, zero, zero, four, two. Okay. And your first and last name? Robert Sweeney. S-W-E-E-N-E-Y. Okay. Do you mind verifying your address and date of birth? Uh, no, ma'am. My address is 13304 Highway 1078 North, Spotsville, Kentucky. Okay. And, I'm sorry, your date of birth? Uh, 8/6/64. And then phone number 270-844-3438? Yes, ma'am. Okay. Let's see. So I do see that you are enrolled, um- Okay. ... into the dental term life and the VIP Classic for employee only. So the earliest that coverage will become active is on the- Okay. ... 6th of January. Okay. All right. As long as you can see, uh, the deduction being made out of your check the week before. As, as long as I do what? I'm... pardon me, ma'am, I'm, my, my hearing's not all that great. So, again, the earliest the coverage will be- Okay. ... active is the 6th of January. Okay. As long as you see the deduction being made out of your check the week before. Uh, I, I don't get a check stub. They just do a direct deposit, and I really don't have any way of checking to see, uh, to see about it, because, you know, I've worked with you guys for almost a year and I've, I've never gotten a check stub. Uh, they tell me there was some way I could do it electronically, but I'm not very computer savvy, you know, I don't even mess with them. Uh, you know, I've never really sent a text, you know. I, I, I can use a telephone, but that's about the best I can do, and I didn't check the mailbox. But, uh, but like I say, okay, so is y'all gonna get a, a... Can you check and see if they've been, uh, having deductions from my check? Because, like I say, I always you guys at the first of the month. Yeah, so again, the cover- You are enrolled, but the coverage is not going to be active- Okay. Okay. Well, that's cool. That's cool. ... until the earliest that- Am I going to get some type of card or something in the mail? Yes. Once the coverage is active, ID cards- Okay. ... they're made and sent to you. Okay, that's fine. Uh, but then that depends- I, I, I was just thinking maybe something got lost in translation. You know, whenever y'all sending them texts saying that, you know, it's almost at the end of the enrollment period. You know, I guess y'all might have sent them out to everybody. So that's

cool. I just wanted to touch base with you guys and make sure where we were at. Okay. Do you have any other questions for me? No, ma'am. I sure don't. Thank you. Hey, have a merry Christmas. You too. 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: Yes, ma'am. Hey, Victoria. How are you today? Uh, my name is Robert Sweeney. I work through... for the State of Kentucky through you guys, and, uh, I, um, at the first of the month I called and filed for, you know, I wanted health insurance, dental insurance, and life insurance, and arranged for it to be took out of my check. I've been waiting all month, like to get some paperwork for you, from you, and, uh, I got some texts yesterday that they said that, you know, I was on my last... you know, I needed to hurry up and file or I wouldn't be able to do it for another year. Uh, I was just trying to clear up, uh, what happened, you know, why it didn't go ahead and, and, and take hold.

Speaker speaker\_1: Okay. What's the name of the staffing agency you're going through?

Speaker speaker\_2: Pardon me?

Speaker speaker\_1: The name of the staffing agency you're working through?

Speaker speaker\_2: Uh, Crown?

Speaker speaker\_1: All right, and-

Speaker speaker\_2: Crown, Hopkinsville, Kentucky.

Speaker speaker\_1: And what's the last four of your Social?

Speaker speaker\_2: Uh, zero, zero, four, two.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Robert Sweeney. S-W-E-E-N-E-Y.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, no, ma'am. My address is 13304 Highway 1078 North, Spotsville, Kentucky.

Speaker speaker\_1: Okay. And, I'm sorry, your date of birth?

Speaker speaker\_2: Uh, 8/6/64.

Speaker speaker\_1: And then phone number 270-844-3438?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Let's see. So I do see that you are enrolled, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... into the dental term life and the VIP Classic for employee only. So the earliest that coverage will become active is on the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 6th of January.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: As long as you can see, uh, the deduction being made out of your check the week before.

Speaker speaker\_2: As, as long as I do what? I'm... pardon me, ma'am, I'm, my, my hearing's not all that great.

Speaker speaker\_1: So, again, the earliest the coverage will be-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... active is the 6th of January.

Speaker speaker\_2: Okay.

Speaker speaker\_1: As long as you see the deduction being made out of your check the week before.

Speaker speaker\_2: Uh, I, I don't get a check stub. They just do a direct deposit, and I really don't have any way of checking to see, uh, to see about it, because, you know, I've worked with you guys for almost a year and I've, I've never gotten a check stub. Uh, they tell me there was some way I could do it electronically, but I'm not very computer savvy, you know, I don't even mess with them. Uh, you know, I've never really sent a text, you know. I, I, I can use a telephone, but that's about the best I can do, and I didn't check the mailbox. But, uh, but like I say, okay, so is y'all gonna get a, a... Can you check and see if they've been, uh, having deductions from my check? Because, like I say, I always

Speaker speaker\_3: you guys at the first of the month.

Speaker speaker\_1: Yeah, so again, the cover- You are enrolled, but the coverage is not going to be active-

Speaker speaker\_2: Okay. Okay. Well, that's cool. That's cool.

Speaker speaker\_1: ... until the earliest that-

Speaker speaker\_2: Am I going to get some type of card or something in the mail?

Speaker speaker\_1: Yes. Once the coverage is active, ID cards-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... they're made and sent to you.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: Uh, but then that depends-

Speaker speaker\_2: I, I, I was just thinking maybe something got lost in translation. You know, whenever y'all sending them texts saying that, you know, it's almost at the end of the enrollment period. You know, I guess y'all might have sent them out to everybody. So that's cool. I just wanted to touch base with you guys and make sure where we were at.

Speaker speaker\_1: Okay. Do you have any other questions for me?

Speaker speaker\_2: No, ma'am. I sure don't. Thank you. Hey, have a merry Christmas.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye.