

Transcript: VICTORIA

Taylor-5396816401711104-6547165141450752

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. I need to enroll in vision benefits. Okay. What's the name of the agency you work for? Um, AccuForce. All right, and the last four of your social? 1308. All right. And your first and last name? First name is Ann, A-N-N. Last name is Stover, S-T-O-V as in Victor, E-R. Okay, perfect. And do you mind verifying your address and date of birth? Uh, my address is 292 Tennessee 37 . My date of birth is 5 21. I'm sorry, the phone was breaking up. Did you say 5-28-71 for the birthdate? Yes, ma'am. Phone number 423-297-6664? That's correct. And then email is, uh, first and last name at gmail.com? Yes. Okay. Give me a few seconds. Okay. And it's just vision that you're wanting to enroll into? Yep. Okay. And for employee only? Yes. Okay. So the vision for employee only would be \$2.15 a week. Okay. So, it will take about one to two weeks for the enrollment to be processed through your payroll. Okay. So once you see, uh, the first deduction being made out of your check, coverage will start that following Monday. Okay. And then once it's active, your ID card is made and sent to you within seven to ten business days. Okay. Um, who's the carrier? Uh, MetLife. So I can get mines, um, sometime next month? Yeah, I mean, it really just depends on when that first deduction is made out of your check. Like I said, it can take up to two weeks for the first deduction to be made, um, and then coverage will start following Monday. Okay, that sounds like a plan. All right. All right, thank you so much. Did you need help with anything else? Nope, that's it. Okay, perfect. You have a good day. You too, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, Victoria. I need to enroll in vision benefits.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, AccuForce.

Speaker speaker_0: All right, and the last four of your social?

Speaker speaker_1: 1308.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: First name is Ann, A-N-N. Last name is Stover, S-T-O-V as in Victor, E-R.

Speaker speaker_0: Okay, perfect. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my address is 292 Tennessee 37 . My date of birth is 5 21.

Speaker speaker_0: I'm sorry, the phone was breaking up. Did you say 5-28-71 for the birthdate?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Phone number 423-297-6664?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is, uh, first and last name at ymail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me a few seconds. Okay. And it's just vision that you're wanting to enroll into?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the vision for employee only would be \$2.15 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: So, it will take about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So once you see, uh, the first deduction being made out of your check, coverage will start that following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once it's active, your ID card is made and sent to you within seven to ten business days.

Speaker speaker_1: Okay. Um, who's the carrier?

Speaker speaker_0: Uh, MetLife.

Speaker speaker_1: So I can get mines, um, sometime next month?

Speaker speaker_0: Yeah, I mean, it really just depends on when that first deduction is made out of your check. Like I said, it can take up to two weeks for the first deduction to be made, um, and then coverage will start following Monday.

Speaker speaker_1: Okay, that sounds like a plan.

Speaker speaker_0: All righty.

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Okay, perfect. You have a good day.

Speaker speaker_1: You too, bye-bye.

Speaker speaker_0: Bye-bye.