

## Transcript: VICTORIA

**Taylor-5472519026851840-5478824038842368**

### 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? Um, yes, ma'am. I'm calling, I called yesterday to, um, get on the insurance. I work with APC, and I am trying... I can't remember if I have the dental. I was trying to check and see if I did, and if I didn't add it please. Oh, okay. Um, what's the last four of your Social? 4756. And your first and last name? Misty Snyder. Okay. Do you mind verifying your address and date of birth? Yes, it's 1498 South Jefferson Street, Apartment G27, Milledgeville, Georgia 31061-9-2178. And then phone number 478-295-2917? I got that one. Yeah, well, you can actually take that number off. I don't have it no more. I'm using the 478-251-1543. MISTY: 478-251-1543. Okay, gotcha. And then I have two... Well, it looks like just the same email twice. Um, first and last name 042@yahoo.com? Correct, yes, ma'am. Okay, give me one second. Okay. Okay, so it looks like you selected the short-term disability, critical illness, term life, vision, and the VIP+ medical. Yes, um, can I add the dental to that please? Yeah, give me one second. Let me switch it. Okay. Sorry about that. No worries. VIP+, short-term disability, term life, vision, illness. In all honesty... I'm okay. Okay, so with adding on dental it looks like the weekly deduction would be \$43.73 a week. Okay, and when will they start taking that out? Um, so I know the coverage, uh, well, I believe the coverage would... Give me one second. Let me double-check before I say anything. Okay. I know she said I think it starts in January. Yeah, I believe so. Yeah, so, um, it'll be effective January 6th as long as that deduction is made out of your check the week before. But that, the job does that though, right? Yeah, so the job should automatically do it as long as there's no issues, like, with, um, the paycheck itself. As long as there's enough, um, funding on the check for that deduction to come out, it should. Oh, okay, okay, okay. So from here all I do is just wait on my card to come in, and it'll start in January? Yeah, so ID cards are made and sent to you once the coverage is active. So it'll take about 7 to 10 business days of it being active to get those. Um- Oh, yes, she said that. The dental and the vision are mailed to you, but the one for the VIP+ Medical is gonna be emailed to you. Oh, okay. Okay, great, great, great. Well, alrighty ma'am, I thank you so much for your help. Yes, ma'am. You have a wonderful day. You as well. 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: Um, yes, ma'am. I'm calling, I called yesterday to, um, get on the insurance. I work with APC, and I am trying... I can't remember if I have the dental. I was trying to check and see if I did, and if I didn't add it please.

Speaker speaker\_1: Oh, okay. Um, what's the last four of your Social?

Speaker speaker\_2: 4756.

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

Speaker speaker\_2: Misty Snyder.

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

Speaker speaker\_2: Yes, it's 1498 South Jefferson Street, Apartment G27, Milledgeville, Georgia 31061-9-2178.

Speaker speaker\_1: And then phone number 478-295-2917?

Speaker speaker\_2: I got that one. Yeah, well, you can actually take that number off. I don't have it no more. I'm using the 478-251-1543. MISTY: 478-251-1543.

Speaker speaker\_1: Okay, gotcha.

Speaker speaker\_2: And then I have two... Well, it looks like just the same email twice. Um, first and last name 042@yahoo.com? Correct, yes, ma'am.

Speaker speaker\_1: Okay, give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, so it looks like you selected the short-term disability, critical illness, term life, vision, and the VIP+ medical.

Speaker speaker\_2: Yes, um, can I add the dental to that please?

Speaker speaker\_1: Yeah, give me one second. Let me switch it.

Speaker speaker\_2: Okay. Sorry about that.

Speaker speaker\_1: No worries. VIP+, short-term disability, term life, vision, illness.

Speaker speaker\_2: In all honesty... I'm okay.

Speaker speaker\_1: Okay, so with adding on dental it looks like the weekly deduction would be \$43.73 a week.

Speaker speaker\_2: Okay, and when will they start taking that out?

Speaker speaker\_1: Um, so I know the coverage, uh, well, I believe the coverage would... Give me one second. Let me double-check before I say anything.

Speaker speaker\_2: Okay. I know she said I think it starts in January.

Speaker speaker\_1: Yeah, I believe so. Yeah, so, um, it'll be effective January 6th as long as that deduction is made out of your check the week before.

Speaker speaker\_2: But that, the job does that though, right?

Speaker speaker\_1: Yeah, so the job should automatically do it as long as there's no issues, like, with, um, the paycheck itself. As long as there's enough, um, funding on the check for that deduction to come out, it should.

Speaker speaker\_2: Oh, okay, okay, okay. So from here all I do is just wait on my card to come in, and it'll start in January?

Speaker speaker\_1: Yeah, so ID cards are made and sent to you once the coverage is active. So it'll take about 7 to 10 business days of it being active to get those. Um-

Speaker speaker\_2: Oh, yes, she said that.

Speaker speaker\_1: The dental and the vision are mailed to you, but the one for the VIP+ Medical is gonna be emailed to you.

Speaker speaker\_2: Oh, okay. Okay, great, great, great. Well, alrighty ma'am, I thank you so much for your help.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: You as well. Bye.

Speaker speaker\_1: Bye-bye.