

Transcript: VICTORIA

Taylor-5702509552156672-4890590746460160

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, uh, I just received a text message from my new employer about, um, Benefits on a Card? I- I'm- I- I- I'm assuming it's health insurance? Yes, sir. You happen to work through, like, a staffing or temp agency. Yeah. Yeah, so I wanted to see what the process was 'cause when I applied, I thought I had already signed up for it. Okay. And what's the name of the agency you work through? Uh, BGSS. And the last four of your Social? 5206. And your first and last name? Brendan Lightit. Okay. Uh, do you mind verifying your address and date of birth? 11800 Meadowbranch Drive. That's apartment 424, Orlando, Florida 32825? Yes, correct. And your date of birth? May 13th, 1997. Phone number 407-409-1894? Yep, that's me. And then email is gonna be, uh, last name dot first name at gmail.com? Yes. Okay. So, I see you're enrolled into a couple different things, the Free RX, dental, uh, short-term disability, term life, vision, critical illness, group accident, behavioral health, ID experts, and the VIP+ medical plan, all being for employee only. So you are enrolled. However- ... the coverage is not currently active just yet. Um, I know when you enroll, it can take up to two weeks for that to be processed through payroll. Uh, the coverage will become active the following Monday of your first payroll deduction. Gotcha. So... couple weeks and then it should be good? How, how would I, um, know? Would it just be whenever I get my p-paycheck and I see it taken out of it? Yeah. Unfortunately that's the only way. Oh. Gotcha. Um, I would just keep an eye on your pay stub for this week and next week. Whenever you see that first deduction, the coverage will start following Monday. Awesome. And, um, wha- would I be able to get a, like a- a physical card, like, to put in my wallet or is that something that will be mailed to me, or...? So, I know once the coverage is active, ID cards are made and sent to you within seven to 10 business days. Um, the dental and vision are mailed out to you. However, the medical is sent to your email. Gotcha. Okay. Mm-hmm. And would- would that happen shortly after that Monday? Yeah. So once the coverage is active, it takes about seven to 10 business days to get those. Okay. Sounds good. Yes, sir. Did you need help with anything else? Nope. That's all I have. Perfect. You have a wonderful day. Thanks. You too. Thank you. 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: Hi, uh, I just received a text message from my new employer about, um, Benefits on a Card? I- I'm- I- I- I'm assuming it's health insurance?

Speaker speaker_1: Yes, sir. You happen to work through, like, a staffing or temp agency.

Speaker speaker_2: Yeah. Yeah, so I wanted to see what the process was 'cause when I applied, I thought I had already signed up for it.

Speaker speaker_1: Okay. And what's the name of the agency you work through?

Speaker speaker_2: Uh, BGSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5206.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brendan Lightit.

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

Speaker speaker_2: 11800 Meadowbranch Drive.

Speaker speaker_1: That's apartment 424, Orlando, Florida 32825?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 13th, 1997.

Speaker speaker_1: Phone number 407-409-1894?

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: And then email is gonna be, uh, last name dot first name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, I see you're enrolled into a couple different things, the Free RX, dental, uh, short-term disability, term life, vision, critical illness, group accident, behavioral health, ID experts, and the VIP+ medical plan, all being for employee only. So you are enrolled. However- ... the coverage is not currently active just yet. Um, I know when you enroll, it can take up to two weeks for that to be processed through payroll. Uh, the coverage will become active the following Monday of your first payroll deduction.

Speaker speaker_2: Gotcha. So... couple weeks and then it should be good? How, how would I, um, know? Would it just be whenever I get my p-paycheck and I see it taken out of it?

Speaker speaker_1: Yeah. Unfortunately that's the only way.

Speaker speaker_2: Oh. Gotcha.

Speaker speaker_1: Um, I would just keep an eye on your pay stub for this week and next week. Whenever you see that first deduction, the coverage will start following Monday.

Speaker speaker_2: Awesome. And, um, wha- would I be able to get a, like a- a physical card, like, to put in my wallet or is that something that will be mailed to me, or...?

Speaker speaker_1: So, I know once the coverage is active, ID cards are made and sent to you within seven to 10 business days. Um, the dental and vision are mailed out to you. However, the medical is sent to your email.

Speaker speaker_2: Gotcha. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And would- would that happen shortly after that Monday?

Speaker speaker_1: Yeah. So once the coverage is active, it takes about seven to 10 business days to get those.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: Nope. That's all I have.

Speaker speaker_1: Perfect. You have a wonderful day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.