

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I received a call back this morning, uh, to let me know that I'm eligible for the insurance, so I'm supposed to call back and, I don't know, fill something out or answer some questions or... Okay. What's the name of the agency you work through? My name is Theodore, or, or Ted. Theodore Dittmer, D-I-T-T-M-E-R. That's D as in dolphin, I-T-T, M as in mother, E-R. What's the name of the agency you work through? Integrity. Okay. And the last four of your Social? 7905. All right. And then, uh, do you mind verifying your address and date of birth? My address is 307 South Shield Street, Knox, Indiana, and my birthdate is June 25th, 1954. Phone number 574-806-6785? Yes. And then email is livingfaith\_acts29@hotmail.com. Yes. Okay. Give me one second. Okay. Yeah. So it looks- ... like you are eligible to enroll. Uh, what plans were you wanting to enroll into? Well, I'm on Medicare, so I don't... Um, you know, the dental and the vision are the ones that I'm looking at. Okay. Are you just wanting dental and vision for yourself? For me and my wife. Okay. So the dental and vision for employee plus spouse looks like it would- Yeah. ... come out to a total of \$13.06 a week. That's fine. All right. And then let me go ahead and get your spouse listed, which I believe we might already have her information from a previous enrollment. Uh, is it Julia Lynn, uh- Yes. ... Dittmer? Dittmer. Yes. Okay. Uh, date of birth 10/10/58? Yes. And then the last four for Social is 1487. Yes. Okay. So I will go ahead and process the enrollment on my end. Now, it will take about one to two weeks for that to be processed through your payroll department. Okay. So once you see that first deduction being made out of your check, um, coverage will start the following Monday. And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days. That's fine. Thank you. You're welcome. Uh, was there anything else we might need help with? Nope, that's it. All righty. You have a wonderful day. All right. Thank you very much. Bye-bye. Sure. Mm-hmm. 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: Uh, I received a call back this morning, uh, to let me know that I'm eligible for the insurance, so I'm supposed to call back and, I don't know, fill something out or answer some questions or...

Speaker speaker\_0: Okay. What's the name of the agency you work through?

Speaker speaker\_1: My name is Theodore, or, or Ted. Theodore Dittmer, D-I-T-T-M-E-R. That's D as in dolphin, I-T-T, M as in mother, E-R.

Speaker speaker\_0: What's the name of the agency you work through?

Speaker speaker\_1: Integrity.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 7905.

Speaker speaker\_0: All right. And then, uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: My address is 307 South Shield Street, Knox, Indiana, and my birthdate is June 25th, 1954.

Speaker speaker\_0: Phone number 574-806-6785?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is livingfaith\_acts29@hotmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me one second. Okay. Yeah. So it looks- ... like you are eligible to enroll. Uh, what plans were you wanting to enroll into?

Speaker speaker\_1: Well, I'm on Medicare, so I don't... Um, you know, the dental and the vision are the ones that I'm looking at.

Speaker speaker\_0: Okay. Are you just wanting dental and vision for yourself?

Speaker speaker\_1: For me and my wife.

Speaker speaker\_0: Okay. So the dental and vision for employee plus spouse looks like it would-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... come out to a total of \$13.06 a week.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: All right. And then let me go ahead and get your spouse listed, which I believe we might already have her information from a previous enrollment. Uh, is it Julia Lynn, uh-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... Dittmer?

Speaker speaker\_1: Dittmer. Yes.

Speaker speaker\_0: Okay. Uh, date of birth 10/10/58?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then the last four for Social is 1487.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I will go ahead and process the enrollment on my end. Now, it will take about one to two weeks for that to be processed through your payroll department.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So once you see that first deduction being made out of your check, um, coverage will start the following Monday. And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_1: That's fine. Thank you.

Speaker speaker\_0: You're welcome. Uh, was there anything else we might need help with?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: All right. Thank you very much. Bye-bye.

Speaker speaker\_0: Sure. Mm-hmm. Bye-bye.