

Transcript: VICTORIA

Taylor-5807581213442048-5166322354438144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello, this is Kevin. Can you hear me? Yes, this is Kevin. Hey, this is Victoria with Benefits on a Card. Uh, we spoke previously about getting you enrolled into benefits through Creative Circle. Yes. Hey, uh, just giving you a call back to let you know I was able to go ahead and process the enrollment. Okay. Um, so it will take about one to two weeks for that to be processed through payroll, uh, so you might not see your first deduction until two weeks from now. Once you do, uh, the coverage will start the following Monday. And then once the coverage is active, that's when your ID cards are being made, so it does typically take about seven to 10 business days to get those. Uh, okay. Yep. Um, and then just to- Does that- ... remind you... Oh, go ahead. Go ahead. Sorry. Will there be a, a digital card sent to me in the interim that I can sort of send to people? Yeah, so the medical is gonna be emailed to you and the dis- the dental and the vision are gonna be mailed out. Okay, sounds good. Um, and then just to remind you, the total weekly deduction for the Insure Plus Basics, dental, term life, vision and the FreeRx is gonna be \$31.10 a week. Okay. Yes, sir. Um, was there anything else that maybe you had questions on? Uh, no, I don't think so. Is there... Uh, would you be able to send me an email today or, I don't know, pretty soon, sort of confirm that... I need... I have, um, health insurance through my partner's company and he keeps asking me to make sure that I'm not... Uh, I need to let them know. Do... Is there anything that I, I need to do to like send... Do you know if I would need to send them anything to sort of make sure that that gets closed out before this one opens? Anything like that? Honestly, I'm not too sure, um- Okay. ... what they might need, but I can s- I can put together like an enrollment confirmation and send it to you by email. Okay, that'd be great. Okay. Um, it might take me a few moments to put that together, um- That's totally fine. So just bear with me. But I will definitely- Yeah, yeah. No, it doesn't need to be today. ... put something together. Yeah. I don't need it t- today. If... I'd like, whenever you can get to it, that'd be great. Okay, perfect. I will definitely put one together and get it sent to you. Okay, great. I think that's all I had. All righty. You have a wonderful day. All right, thanks. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello, this is Kevin.

Speaker speaker_1: Can you hear me? Yes, this is Kevin.

Speaker speaker_2: Hey, this is Victoria with Benefits on a Card. Uh, we spoke previously about getting you enrolled into benefits through Creative Circle.

Speaker speaker_1: Yes.

Speaker speaker_2: Hey, uh, just giving you a call back to let you know I was able to go ahead and process the enrollment.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, so it will take about one to two weeks for that to be processed through payroll, uh, so you might not see your first deduction until two weeks from now. Once you do, uh, the coverage will start the following Monday. And then once the coverage is active, that's when your ID cards are being made, so it does typically take about seven to 10 business days to get those.

Speaker speaker_1: Uh, okay.

Speaker speaker_2: Yep. Um, and then just to-

Speaker speaker_1: Does that-

Speaker speaker_2: ... remind you... Oh, go ahead.

Speaker speaker_1: Go ahead. Sorry. Will there be a, a digital card sent to me in the interim that I can sort of send to people?

Speaker speaker_2: Yeah, so the medical is gonna be emailed to you and the dis- the dental and the vision are gonna be mailed out.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_2: Um, and then just to remind you, the total weekly deduction for the Insure Plus Basics, dental, term life, vision and the FreeRx is gonna be \$31.10 a week.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, sir. Um, was there anything else that maybe you had questions on?

Speaker speaker_1: Uh, no, I don't think so. Is there... Uh, would you be able to send me an email today or, I don't know, pretty soon, sort of confirm that... I need... I have, um, health insurance through my partner's company and he keeps asking me to make sure that I'm not... Uh, I need to let them know. Do... Is there anything that I, I need to do to like send... Do you know if I would need to send them anything to sort of make sure that that gets closed out before this one opens? Anything like that?

Speaker speaker_2: Honestly, I'm not too sure, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... what they might need, but I can s- I can put together like a enrollment confirmation and send it to you by email.

Speaker speaker_1: Okay, that'd be great.

Speaker speaker_2: Okay. Um, it might take me a few moments to put that together, um-

Speaker speaker_1: That's totally fine.

Speaker speaker_2: So just bear with me. But I will definitely-

Speaker speaker_1: Yeah, yeah. No, it doesn't need to be today.

Speaker speaker_2: ... put something together. Yeah.

Speaker speaker_1: I don't need it t- today. If... I'd like, whenever you can get to it, that'd be great.

Speaker speaker_2: Okay, perfect. I will definitely put one together and get it sent to you.

Speaker speaker_1: Okay, great. I think that's all I had.

Speaker speaker_2: All righty. You have a wonderful day.

Speaker speaker_1: All right, thanks. You too. Bye.

Speaker speaker_2: Thank you. Bye-bye.