

Transcript: VICTORIA

Taylor-5815759066021888-6187857651351552

Full Transcript

Thank you ... for your request to start. This is Oria. How can I help you? Hi. Uh, I'm trying to enroll in, uh, for benefits right now, but for some reason, it's not letting me do it online. Is there any way to do it over the phone? Uh, yeah. We should be able to. Let me pull up your file. What's the name of the agency you're working with? Uh, Verso. Okay. And then, the last four of your social? 1142. And your first and last name? Albert Laca. Do you mind verifying your address and date of birth? Yeah. It's September 23rd, 1995. And then my address is 2800 Argolo Drive in Burlingame, California. Phone number is 650-753-3016? Yep. And then email is just going to be first and last name 741 at gmail.com? Yes. Okay. Let us see. All right. And what plans were you wanting to enroll into? Uh, it's going to be the, uh... Uh. Actually, I already see that you're pending, so maybe it did go through. Was it the- Oh, good. ... VIP Standard Bundle Vision and Dental for employee only? Yes, that was it. Okay. Yeah. So it went, it looks like it went through. Um. So just to let you know, it, for dental, vision and the VIP S- VIP Standard Bundle... Goodness, I can't speak. For employee only, it comes out to a total of \$28.79 a week. Um, so basically what happens from here is that it will take about one to two weeks for that enrollment to be processed through your payroll. Okay. Once you see the first deduction being made out of your check, coverage will start the following Monday. All right. And then once the coverage is active, your ID cards are made and sent to you within seven to 10 business days. All right. Now the VIP, uh, Standard, that I, that ID card is going to be emailed. The dental and vision are mailed to you. Okay. So there's no physical, uh, copy of the, the medical card? They don't typically send it by mail. Um, now once the coverage becomes active, you can call us back and we can put in a request to the carrier to have it mailed to you. But it would, you would just have to call us back once your coverage is active for us to do that. Okay. That's fine. Mm-hmm. All righty. Do you need help with anything else? Uh, no. That's it. Thank you. You're welcome. Have a wonderful day. Thanks. You, too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you ... for your request to start. This is Oria. How can I help you?

Speaker speaker_1: Hi. Uh, I'm trying to enroll in, uh, for benefits right now, but for some reason, it's not letting me do it online. Is there any way to do it over the phone?

Speaker speaker_0: Uh, yeah. We should be able to. Let me pull up your file. What's the name of the agency you're working with?

Speaker speaker_1: Uh, Verso.

Speaker speaker_0: Okay. And then, the last four of your social?

Speaker speaker_1: 1142.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Albert Laca.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. It's September 23rd, 1995. And then my address is 2800 Argolo Drive in Burlingame, California.

Speaker speaker_0: Phone number is 650-753-3016?

Speaker speaker_1: Yep.

Speaker speaker_0: And then email is just going to be first and last name 741 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let us see. All right. And what plans were you wanting to enroll into?

Speaker speaker_1: Uh, it's going to be the, uh... Uh.

Speaker speaker_0: Actually, I already see that you're pending, so maybe it did go through. Was it the-

Speaker speaker_1: Oh, good.

Speaker speaker_0: ... VIP Standard Bundle Vision and Dental for employee only?

Speaker speaker_1: Yes, that was it.

Speaker speaker_0: Okay. Yeah. So it went, it looks like it went through. Um. So just to let you know, it, for dental, vision and the VIP S- VIP Standard Bundle... Goodness, I can't speak. For employee only, it comes out to a total of \$28.79 a week. Um, so basically what happens from here is that it will take about one to two weeks for that enrollment to be processed through your payroll.

Speaker speaker_1: Okay.

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

Speaker speaker_1: All right.

Speaker speaker_0: And then once the coverage is active, your ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_1: All right.

Speaker speaker_0: Now the VIP, uh, Standard, that I, that ID card is going to be emailed. The dental and vision are mailed to you.

Speaker speaker_1: Okay. So there's no physical, uh, copy of the, the medical card?

Speaker speaker_0: They don't typically send it by mail. Um, now once the coverage becomes active, you can call us back and we can put in a request to the carrier to have it mailed to you. But it would, you would just have to call us back once your coverage is active for us to do that.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Mm-hmm. All righty. Do you need help with anything else?

Speaker speaker_1: Uh, no. That's it. Thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: Thanks. You, too. Bye.

Speaker speaker_0: Thank you. Bye-bye.