

Transcript: VICTORIA

Taylor-5824010662232064-5233201604771840

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. Yes, my name is Emma Grubbs. I was trying to, uh, add the, uh, vision insurance to my already previous insurance. Okay. Um, what is the name of the agency you work for? MAU. And the last four of your Social? 1734. All righty. Uh, do you mind verifying your address and date of birth? 1536 Patterson Mill Road, Barnwell, South Carolina 29812 and June 4th, 1987. And is the number 803-508-5091? Yes. Email is EGrubbs1987@yahoo.com? Yes. Okay. All right. So you're just wanting to add vision. Are you wanting that for employee plus spouse? Yes. Okay. And is that all you're wanting to add on or change on the enrollment? Yes, it is. Okay. So your new weekly deduction would be \$57.14. Okay. Now it will take about one to two weeks for the change to be processed through payroll. Okay. Uh, once we see that first deduction being made out of your check, coverage will start the following Monday. And then the ID card for it will be mail-mailed and sent to you once the coverage is active which typically takes about seven to ten business days. Okay. Um, and then just to make sure 'cause for some reason it didn't transfer over. Your spouse's name is Kayleen Anderson? Yes. Okay. Give me one second. Date of birth is 5/6/1994. Yes. And then, uh, Social is 339905757? Correct. Okay. And did you also want Kayleen to be the beneficiary? Yes. Okay. All righty. Looks like you are all set and good to go. Um, did you have any other questions for me? Nope, that is all. All right. You have a wonderful day. Thank you. You too. Thank you.

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. Yes, my name is Emma Grubbs. I was trying to, uh, add the, uh, vision insurance to my already previous insurance.

Speaker speaker_1: Okay. Um, what is the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1734.

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

Speaker speaker_2: 1536 Patterson Mill Road, Barnwell, South Carolina 29812 and June 4th, 1987.

Speaker speaker_1: And is the number 803-508-5091?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is EGrubbs1987@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So you're just wanting to add vision. Are you wanting that for employee plus spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And is that all you're wanting to add on or change on the enrollment?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. So your new weekly deduction would be \$57.14.

Speaker speaker_2: Okay.

Speaker speaker_1: Now it will take about one to two weeks for the change to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, once we see that first deduction being made out of your check, coverage will start the following Monday. And then the ID card for it will be mail- mailed and sent to you once the coverage is active which typically takes about seven to ten business days.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then just to make sure 'cause for some reason it didn't transfer over. Your spouse's name is Kayleen Anderson?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second. Date of birth is 5/6/1994.

Speaker speaker_2: Yes.

Speaker speaker_1: And then, uh, Social is 339905757?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And did you also want Kayleen to be the beneficiary?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All righty. Looks like you are all set and good to go. Um, did you have any other questions for me?

Speaker speaker_2: Nope, that is all.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you.