

Transcript: VICTORIA

Taylor-5837201883054080-6160622651228160

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, I just want to know, I have a question. Is it possible to just, um, only have the dental and vision with you guys without having like the regular insurance? Um, let me check and see. What's the name of the agency you work through? Um, ATC. Okay, give me one second. Mm-hmm. Yeah, if you just wanna do dental and vision, uh, you don't have to get anything else. Okay. Yes, ma'am. Did you need help with anything else? Uh, how do I sign up for that? Um, so do you, would you choose it for me or do I have to do it? I mean, if you wanna go ahead and get enrolled, I can definitely pull up your file and do that for you. Yeah, we can go ahead and get enrolled. Mm-hmm. What's the last four of your Social? 1100. All right. And your first and last name? Mm-hmm. It's Marva Pettis. All right. And do you mind verifying your address and date of birth? Hello? Yes, I'm here. Can you hear me? Mm-hmm. You cut out. I'm sorry. You said verify what? Your date of birth and mailing address. Yes, 3/15/88. Um, 316 Lakefield Drive, Jonesboro, Georgia 30238. And then phone number is 404-422-3604? Mm-hmm. Okay. And then email is marvak23@gmail? Yes. Okay. And are you just wanting the dental and vision for employee only? Um, for our family. Okay, so there's going to be a spouse and children listed? Yes, a spouse and one child. Mm-hmm. Okay. All right, so the dental and vision for employee plus family is \$22.11 a week. Mm-hmm. And then, let me get your dependents listed. What is your spouse's name? Joel, J-O-E-L, same last name. Okay, that's J-O-E-L, and then the same last name? Mm-hmm. All right, date of birth? 07/29/1986. And then full Social. Oh, God, I need to add their Socials? Ooh, yes, ma'am. Oh, okay. Well... I don't have their Socials. Uh... I can just put all the roads for now. Well, I guess for you... Okay. And then if you want to call us back with that, we should be able to edit it from there. Yeah. Yeah, I can call back to, um, tomorrow 'cause I have to go get my babies and I keep hearing at home. Okay, uh, what is your child's name? You know what, hold on. I think I may have it somewhere. Hold on. Okay. Let me look into an old email. I think I had... Um, I can answer the other question while I look. I may have it somewhere 'cause I thought I remember saving it, but, um, while I look what was your other question? I'm sorry. Um, and what's your child's name? Uh, it is... I think you... Um, excuse that, are we breaking up? But, um, her first name is Reign, R-E-I-G-N. Same last name. Okay. And date of birth? 12/30/2022. Okay. Um, let's see. Hmm. Wait, I don't think it shows the full Social. Think it might just show the last four or... I don't know. I'm gonna look one more place and if I don't see it, I'll just, I'll call back with it. Okay. Hm. Yeah, I'll just have to call back with it, because I have to get my baby's, anyway, 'cause surgery at home. Okay. Yeah, I'll just call back with it. Okay. No worries. Um, just to let you know, a couple of things before I let you go. Mm-hmm. Um, so the actual enrollment process takes about one to two weeks. Okay. Um, so you might not see that first deduction until two weeks from now. Once you do- Okay. ... the coverage will start the following Monday. And then, um, once the

coverage is active, that's when your ID cards are made and sent to you, so it takes about seven to ten business days- Mm-hmm. ... to get the ID cards. Okay. And you, um... How much is the vision? The vision for employee plus family is \$7.62 a week. Okay, so then both, it was... It's like 30 something? How much is... I forgot how much you said, but, um... Yeah. Dental and vision for employee plus family is \$22.11 a week. Okay. Mm-hmm. Okay. All right, and so when I follow back, uh, how late are you guys open today? We're open as late as 8:00 PM Eastern Time. Okay. Well, I'll call back later on. Can I just say that I'm just trying to edit socials? Yes, ma'am. And they'll, they'll pull up your file, have you confirm your, um, your, you know, your name, social, everything that we confirmed. And then once we get your file pulled up, we'll be able to edit the socials for them. Okay. All right. Well, thank you so much. Yes, ma'am. You have a wonderful day. You too. 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: Um, yes, I just want to know, I have a question. Is it possible to just, um, only have the dental and vision with you guys without having like the regular insurance?

Speaker speaker_0: Um, let me check and see. What's the name of the agency you work through?

Speaker speaker_1: Um, ATC.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, if you just wanna do dental and vision, uh, you don't have to get anything else.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker_1: Uh, how do I sign up for that? Um, so do you, would you choose it for me or do I have to do it?

Speaker speaker_0: I mean, if you wanna go ahead and get enrolled, I can definitely pull up your file and do that for you.

Speaker speaker_1: Yeah, we can go ahead and get enrolled. Mm-hmm.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 1100.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Mm-hmm. It's Marva Pettis.

Speaker speaker_0: All right. And do you mind verifying your address and date of birth?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, I'm here. Can you hear me?

Speaker speaker_1: Mm-hmm. You cut out. I'm sorry. You said verify what?

Speaker speaker_0: Your date of birth and mailing address.

Speaker speaker_1: Yes, 3/15/88. Um, 316 Lakefield Drive, Jonesboro, Georgia 30238.

Speaker speaker_0: And then phone number is 404-422-3604?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then email is marvak23@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And are you just wanting the dental and vision for employee only?

Speaker speaker_1: Um, for our family.

Speaker speaker_0: Okay, so there's going to be a spouse and children listed?

Speaker speaker_1: Yes, a spouse and one child.

Speaker speaker_0: Mm-hmm. Okay. All right, so the dental and vision for employee plus family is \$22.11 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, let me get your dependents listed. What is your spouse's name?

Speaker speaker_1: Joel, J-O-E-L, same last name.

Speaker speaker_0: Okay, that's J-O-E-L, and then the same last name?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, date of birth?

Speaker speaker_1: 07/29/1986.

Speaker speaker_0: And then full Social.

Speaker speaker_1: Oh, God, I need to add their Socials?

Speaker speaker_0: Ooh, yes, ma'am.

Speaker speaker_1: Oh, okay. Well... I don't have their Socials. Uh...

Speaker speaker_0: I can just put all the roads for now.

Speaker speaker_1: Well, I guess for you... Okay.

Speaker speaker_0: And then if you want to call us back with that, we should be able to edit it from there.

Speaker speaker_1: Yeah. Yeah, I can call back to, um, tomorrow 'cause I have to go get my babies and I keep hearing at home.

Speaker speaker_0: Okay, uh, what is your child's name?

Speaker speaker_1: You know what, hold on. I think I may have it somewhere. Hold on.

Speaker speaker_0: Okay.

Speaker speaker_1: Let me look into an old email. I think I had... Um, I can answer the other question while I look. I may have it somewhere 'cause I thought I remember saving it, but, um, while I look what was your other question? I'm sorry.

Speaker speaker_0: Um, and what's your child's name?

Speaker speaker_1: Uh, it is... I think you... Um, excuse that, are we breaking up? But, um, her first name is Reign, R-E-I-G-N. Same last name.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_1: 12/30/2022.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, let's see. Hmm. Wait, I don't think it shows the full Social. Think it might just show the last four or... I don't know. I'm gonna look one more place and if I don't see it, I'll just, I'll call back with it.

Speaker speaker_0: Okay.

Speaker speaker_1: Hm. Yeah, I'll just have to call back with it, because I have to get my baby's, anyway, 'cause surgery at home. Okay. Yeah, I'll just call back with it.

Speaker speaker_0: Okay. No worries. Um, just to let you know, a couple of things before I let you go.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so the actual enrollment process takes about one to two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so you might not see that first deduction until two weeks from now. Once you do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the coverage will start the following Monday. And then, um, once the coverage is active, that's when your ID cards are made and sent to you, so it takes about

seven to ten business days-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to get the ID cards.

Speaker speaker_1: Okay. And you, um... How much is the vision?

Speaker speaker_0: The vision for employee plus family is \$7.62 a week.

Speaker speaker_1: Okay, so then both, it was... It's like 30 something? How much is... I forgot how much you said, but, um...

Speaker speaker_0: Yeah. Dental and vision for employee plus family is \$22.11 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right, and so when I follow back, uh, how late are you guys open today?

Speaker speaker_0: We're open as late as 8:00 PM Eastern Time.

Speaker speaker_1: Okay. Well, I'll call back later on. Can I just say that I'm just trying to edit socials?

Speaker speaker_0: Yes, ma'am. And they'll, they'll pull up your file, have you confirm your, um, your, you know, your name, social, everything that we confirmed. And then once we get your file pulled up, we'll be able to edit the socials for them.

Speaker speaker_1: Okay. All right. Well, thank you so much.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye.