

Transcript: VICTORIA

Taylor-6050789262540800-5840836874649600

Full Transcript

Thank you for calling Benefits on Guard. This is Victoria. How can I help you? Hi, yeah. I just started benefits and I wanted to get my, uh, cards emailed to me. Okay. Uh, what's the name of the agency you work for? Partners Personal. Gotcha. And do you mind verifying your address and date of birth? 2703 Alexander Road. That is in Atwater, Ohio 44201. And then my date of birth is July 14th, 1991. Okay. And I'm sorry, I got a little han- ahead of myself. What's your first and last name? Nicholas Thompson. And the last four of your social? 6803. Okay. And then you said address is 2703 Alexander- Alexander Road? Mm-hmm. Okay. That's Atwater, Ohio 44201? Yep. All right. And date of birth, July 14th, '91. Is your phone number 554-4324? Yes, ma'am. And then email is thompsonhomeimprovementsltd@gmail.com? Yep. Okay. Let's see. Okay, let me take a look and see if I have access to those ID cards. If I do, I can definitely send them to your email. Give me just a few moments. I'm gonna put you on a brief hold while I look those up. Okay. Alrighty. So I was able to send your dental and your vision ID card to your email. Now, I see that you are pending for the VIP Standard Medical Plan. That plan is not yet active, um, but it would be active the following Monday if your first payroll deduction for that. And then once it's, um, active, the ID card for that will be made and sent to you, uh, by email within seven to 10 business days. Okay. So it should be active next week then? Um, I don't know if it'll be active next week. Anytime you add on to the enrollment, any type of like change or cancellation takes about one to two weeks to be processed. But once you see that first deduction being made out of your check specifically for the VIP Standard, it'll start the following Monday. Well, I have my stuff here. That's why I asked, 'cause it literally is here. I'll show you my pay- or tell you what my paycheck says. It says, um, go to my earnings summary. Oh, actually, let me see. I may have misread this. Give me one second. Okay. So yes. Mm-hmm. I'm sorry. That was my mistake. So it looks like we just received the deduction this week for the... Let's see. Health benefits. Yeah. It looks like we just received that deduction for the VIP Standard Dental and Vision this week. So it should... The ID card for that should be available to us either Thursday or Friday to where we can download it and email it to you. Thursday or Friday next week? Uh, no, it should be this week. If you wanna try and give us a call back tomorrow... Well, today is Thursday. Goodness gracious. If you want to try and give us a call back tomorrow, I, I don't see that it's available just yet. Okay. Yeah. All right. I appreciate it. Yes, sir. You have a wonderful day. You too. Thanks. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Guard. This is Victoria. How can I help you?

Speaker speaker_1: Hi, yeah. I just started benefits and I wanted to get my, uh, cards emailed to me.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Partners Personal.

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

Speaker speaker_1: 2703 Alexander Road. That is in Atwater, Ohio 44201. And then my date of birth is July 14th, 1991.

Speaker speaker_0: Okay. And I'm sorry, I got a little han- ahead of myself. What's your first and last name?

Speaker speaker_1: Nicholas Thompson.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6803.

Speaker speaker_0: Okay. And then you said address is 2703 Alexander- Alexander Road?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. That's Atwater, Ohio 44201?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And date of birth, July 14th, '91. Is your phone number 554-4324?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is thompsonhomeimprovementsltd@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Let's see. Okay, let me take a look and see if I have access to those ID cards. If I do, I can definitely send them to your email. Give me just a few moments. I'm gonna put you on a brief hold while I look those up.

Speaker speaker_1: Okay.

Speaker speaker_0: Alrighty. So I was able to send your dental and your vision ID card to your email. Now, I see that you are pending for the VIP Standard Medical Plan. That plan is not yet active, um, but it would be active the following Monday if your first payroll deduction for that. And then once it's, um, active, the ID card for that will be made and sent to you, uh, by email within seven to 10 business days.

Speaker speaker_1: Okay. So it should be active next week then?

Speaker speaker_0: Um, I don't know if it'll be active next week. Anytime you add on to the enrollment, any type of like change or cancellation takes about one to two weeks to be processed. But once you see that first deduction being made out of your check specifically for the VIP Standard, it'll start the following Monday.

Speaker speaker_1: Well, I have my stuff here. That's why I asked, 'cause it literally is here. I'll show you my pay- or tell you what my paycheck says. It says, um, go to my earnings summary.

Speaker speaker_0: Oh, actually, let me see. I may have misread this. Give me one second. Okay. So yes.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'm sorry. That was my mistake. So it looks like we just received the deduction this week for the... Let's see.

Speaker speaker_1: Health benefits.

Speaker speaker_0: Yeah. It looks like we just received that deduction for the VIP Standard Dental and Vision this week. So it should... The ID card for that should be available to us either Thursday or Friday to where we can download it and email it to you.

Speaker speaker_1: Thursday or Friday next week?

Speaker speaker_0: Uh, no, it should be this week. If you wanna try and give us a call back tomorrow... Well, today is Thursday. Goodness gracious. If you want to try and give us a call back tomorrow, I, I don't see that it's available just yet.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Thank you. Bye-bye.