

Transcript: VICTORIA

Taylor-6062718171168768-4562976190709760

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Nicholas? That's me. Hey, this is Victoria with Benefits and a Card. We spoke earlier about the benefits for- Hey, how are you? ... Creative Circle. Yeah. Hey, um, so just giving you a call back. Um, I got word back you are eligible to enroll as a rehire, so I went ahead and processed the enrollment, um, for the InsurePlus Premier Dental, Term Life and Vision for you and your child. Perfect. So it comes out to a total of \$67.90 a week. Okay. Um, so from here, it'll take about one to two weeks for the enrollment to be processed through payroll. Okay. Once you see that first deduction being made out of your check, coverage will start the following Monday. Okay. All right. And then, um, once the coverage is active, it typically takes about seven to ten business days to get your ID cards. The, um, medical is going to be emailed to you, but the dental and vision ID cards are sent by mail. Oh, there's no way to get electronic cards prior? Um, unfortunately, we do have to wait until the coverage is active. Okay. Okay. So once you know the coverage is active, you can call us that Thursday or Friday. Okay. And we should have access to email you copies. Okay. So wait, so, so go back. So, um, for the benefits, it's... Mm-hmm. It takes how long to take off the first paycheck? Sorry, let me... I'm writing all this down. Yeah, no worries. Um, so it could take up to two weeks before you see that first deduction come out. And then once you see that first deduction being taken off of your check, the coverage starts the following Monday. Okay, following Monday. Okay, and that's for both... That's for medical and dental, or is that for just medical? No, that's for all, everything. That's for the medical- Okay, for all. ... dental, term life and vision. Okay, perfect. All right. So it's two weeks for a deduction, I'll see it, then coverage the following Monday from there. And then from there, I'll start asking about, um, electronic cards both prior to, um, mailing, but we'll see. I'll wait for two weeks. Okay. Uh, was there- Awesome. ... anything else you might need help with? No, that's it. Thank you, thank you for your help. Amazing. Sure. Yeah, have a wonderful day. Awesome. Have a great holiday. Bye-bye. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Hey, is this Nicholas?

Speaker speaker_0: That's me.

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card. We spoke earlier about the benefits for-

Speaker speaker_0: Hey, how are you?

Speaker speaker_1: ... Creative Circle.

Speaker speaker_0: Yeah.

Speaker speaker_1: Hey, um, so just giving you a call back. Um, I got word back you are eligible to enroll as a rehire, so I went ahead and processed the enrollment, um, for the InsurePlus Premier Dental, Term Life and Vision for you and your child.

Speaker speaker_0: Perfect.

Speaker speaker_1: So it comes out to a total of \$67.90 a week.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so from here, it'll take about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker_0: Okay.

Speaker speaker_1: Once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: And then, um, once the coverage is active, it typically takes about seven to ten business days to get your ID cards. The, um, medical is going to be emailed to you, but the dental and vision ID cards are sent by mail.

Speaker speaker_0: Oh, there's no way to get electronic cards prior?

Speaker speaker_1: Um, unfortunately, we do have to wait until the coverage is active.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: So once you know the coverage is active, you can call us that Thursday or Friday.

Speaker speaker_0: Okay.

Speaker speaker_1: And we should have access to email you copies.

Speaker speaker_0: Okay. So wait, so, so go back. So, um, for the benefits, it's...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It takes how long to take off the first paycheck? Sorry, let me... I'm writing all this down.

Speaker speaker_1: Yeah, no worries. Um, so it could take up to two weeks before you see that first deduction come out. And then once you see that first deduction being taken off of your check, the coverage starts the following Monday.

Speaker speaker_0: Okay, following Monday. Okay, and that's for both... That's for medical and dental, or is that for just medical?

Speaker speaker_1: No, that's for all, everything. That's for the medical-

Speaker speaker_0: Okay, for all.

Speaker speaker_1: ... dental, term life and vision.

Speaker speaker_0: Okay, perfect. All right. So it's two weeks for a deduction, I'll see it, then coverage the following Monday from there. And then from there, I'll start asking about, um, electronic cards both prior to, um, mailing, but we'll see. I'll wait for two weeks.

Speaker speaker_1: Okay. Uh, was there-

Speaker speaker_0: Awesome.

Speaker speaker_1: ... anything else you might need help with?

Speaker speaker_0: No, that's it. Thank you, thank you for your help. Amazing.

Speaker speaker_1: Sure. Yeah, have a wonderful day.

Speaker speaker_0: Awesome. Have a great holiday. Bye-bye.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye.