

## **Transcript: VICTORIA**

**Taylor-6108112353411072-6407795877527552**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. I would like to enroll in your guys' insurance. I work with Ru- uh, Rustela. Okay. What's the last four of your social? 0240. And your first and last name? Ashley Rivera. Do you mind verifying your address and date of birth? 4583 West McMillan Road. And 06/17/2000. All right. For the address, the city is Glendale, state is Arizona, zip code is 85301. Yes. Phone number is 62- uh, 623-258-8245? Yes. And your email is ashleyrivera462@gmail.com. Yes. Okay. Um, what were you wanting to enroll into? Uh, can I do the- the VIP+ bundle? Can I do the medical, dental and vision? Yeah. Okay, so you're wanting to do the VIP+ bundle, dental and vision? Yeah. Now, are you wanting that for employee only? Um, and spouse. So, employee plus spouse. Yeah. Okay. The VIP+ bundle, dental and vision for employee plus spouse is a total of \$84.19 a week. That's fine. And then, what is your, uh, spouse's name? Yulma Lopez. Y-U-L-M-A. Y-U-L-M-A? Yes. Date of birth? 08/17/1996. And then full social? It's 334-47-0045. All righty. So, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then once the- Okay. ... coverage is active, the ID cards are made and sent to you within seven to 10 business days. Okay. Was there anything else that you might need help with? Uh, no, that was it. All righty. Well, thank you so much for calling. You have a wonderful day. You too. Thank you. Thank you. Bye-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: Hi. I would like to enroll in your guys' insurance. I work with Ru- uh, Rustela.

Speaker speaker\_0: Okay. What's the last four of your social?

Speaker speaker\_1: 0240.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Ashley Rivera.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 4583 West McMillan Road. And 06/17/2000.

Speaker speaker\_0: All right. For the address, the city is Glendale, state is Arizona, zip code is 85301.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Phone number is 62- uh, 623-258-8245?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is ashleyrivera462@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, what were you wanting to enroll into?

Speaker speaker\_1: Uh, can I do the- the VIP+ bundle? Can I do the medical, dental and vision?

Speaker speaker\_0: Yeah. Okay, so you're wanting to do the VIP+ bundle, dental and vision?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Now, are you wanting that for employee only?

Speaker speaker\_1: Um, and spouse.

Speaker speaker\_0: So, employee plus spouse.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. The VIP+ bundle, dental and vision for employee plus spouse is a total of \$84.19 a week.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: And then, what is your, uh, spouse's name?

Speaker speaker\_1: Yulma Lopez. Y-U-L-M-A.

Speaker speaker\_0: Y-U-L-M-A?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 08/17/1996.

Speaker speaker\_0: And then full social?

Speaker speaker\_1: It's 334-47-0045.

Speaker speaker\_0: All righty. So, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then once the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... coverage is active, the ID cards are made and sent to you within seven to 10 business days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else that you might need help with?

Speaker speaker\_1: Uh, no, that was it.

Speaker speaker\_0: All righty. Well, thank you so much for calling. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.