

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits and iCards. This is Victoria. How can I help you? I was just, miss, a call center. Hey, is this Richard? Yes. I, I hit the wrong doggone button a while ago. No worries. I was just calling you back 'cause I'm trying to send your ID cards to you, um, but it looks like I'm only able to download some of them. So I'm gonna have to follow up with you regarding the ID card for your vision and your preventative medical. Okay. Um, but it looks like I have the ID card for the dental and the VIC, the classic, which again, those are just for employee only currently. Okay. No... Yeah, well, don't worry about it then. If they don't show hers, then I'm not gonna worry about it. Okay. Now, like I said, once those changes are processed through your payroll department and you're charged for the employee plus child coverage, which should come out to about \$65.60- Mm-hmm. ... once that's active, you can call us back and then we can... As long as we have access to the ID cards, we can send them to you by email. It typically takes us 72 business hours after it becomes active to get those. So I would say, like the Thursday or Friday, it's active, you can call us back and we can email them. Okay. So that's all I was trying to call you back about. Okay. No, I'm good. I appreciate you. Yes, sir. You have a wonderful day. Yeah. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and iCards. This is Victoria. How can I help you?

Speaker speaker\_1: I was just, miss, a call center.

Speaker speaker\_0: Hey, is this Richard?

Speaker speaker\_1: Yes. I, I hit the wrong doggone button a while ago.

Speaker speaker\_0: No worries. I was just calling you back 'cause I'm trying to send your ID cards to you, um, but it looks like I'm only able to download some of them. So I'm gonna have to follow up with you regarding the ID card for your vision and your preventative medical.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but it looks like I have the ID card for the dental and the VIC, the classic, which again, those are just for employee only currently.

Speaker speaker\_1: Okay. No... Yeah, well, don't worry about it then. If they don't show hers, then I'm not gonna worry about it.

Speaker speaker\_0: Okay. Now, like I said, once those changes are processed through your payroll department and you're charged for the employee plus child coverage, which should come out to about \$65.60-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... once that's active, you can call us back and then we can... As long as we have access to the ID cards, we can send them to you by email. It typically takes us 72 business hours after it becomes active to get those. So I would say, like the Thursday or Friday, it's active, you can call us back and we can email them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So that's all I was trying to call you back about.

Speaker speaker\_1: Okay. No, I'm good. I appreciate you.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: Yeah. You too.

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