

## **Transcript: VICTORIA**

**Taylor-6246186538713088-4948897790640128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. You must be my dedicated, uh, person. The last time I called, I spoke with you. Um, my name is Talitha Bogle and I was calling... I was advised by you the last time I called, to call back in a week, um, to get my, uh, subscriber ID so I can go to the dentist. Okay. Uh, what's the name of the agency you work for? On Track Staffing. Okay. And the last four of your social? 7113. All right. Do you mind verifying your address and date of birth? Sure. 1-17-74 4003 RGV Canyon Drive, La Verne, Tennessee 37082. Okay. Phone number is 615-924-2844? Yes. And then email is gonna be first name dot last name at gmail.com? Yes. Okay. Uh, give me just a few moments. I can look up your ID card and I can actually send it to your email. Okay. I will be right back. All righty. Thank you so much for holding. So for whatever reason, I'm not able to pull up your policy information just yet. So what I'm gonna have to do is reach out to upper management and see what's going on and see if we can get that, uh, policy information for you. Wow. Yeah. We usually have access to it by now. This is the second week that you've had active co- active coverage, so I'm not sure exactly what's going on, um, but I will go ahead and reach out to upper management and see if I can get access to that information. Okay. Yes, ma'am. Um, would this be- Yeah, because it's been... 'Cause it's been such a headache with the agency to even have them to start directing premiums, 'cause my coverage supposed to been active, like effective October 4th. Okay. Yeah, I know once you enroll, it can take up to two weeks for the deductions to begin. We don't have like a specific date of when the coverage would be active. That's really up to payroll when they make that first deduction. Okay. Yeah. Like I said, I see that this is the second week you've had active coverage. Typically, we have a- access to the ID cards on the Thursday or Friday of the first week of active coverage. So I'm not sure what's going on, um, that's why I'm having to escalate it and see if I can get that information for you. Okay. All righty. Would this be the best phone number to contact you at? Yes. All right. As soon as I get that information, I will follow back up with you. Okay, thank you. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. You must be my dedicated, uh, person. The last time I called, I spoke with you. Um, my name is Talitha Bogle and I was calling... I was advised by you the last time I called, to call back in a week, um, to get my, uh, subscriber ID so I can go to the dentist.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: On Track Staffing.

Speaker speaker\_1: Okay. And the last four of your social?

Speaker speaker\_2: 7113.

Speaker speaker\_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. 1-17-74 4003 RGV Canyon Drive, La Verne, Tennessee 37082.

Speaker speaker\_1: Okay. Phone number is 615-924-2844?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is gonna be first name dot last name at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Uh, give me just a few moments. I can look up your ID card and I can actually send it to your email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I will be right back. All righty. Thank you so much for holding. So for whatever reason, I'm not able to pull up your policy information just yet. So what I'm gonna have to do is reach out to upper management and see what's going on and see if we can get that, uh, policy information for you.

Speaker speaker\_2: Wow.

Speaker speaker\_1: Yeah. We usually have access to it by now. This is the second week that you've had active co- active coverage, so I'm not sure exactly what's going on, um, but I will go ahead and reach out to upper management and see if I can get access to that information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am. Um, would this be-

Speaker speaker\_2: Yeah, because it's been... 'Cause it's been such a headache with the agency to even have them to start directing premiums, 'cause my coverage supposed to been active, like effective October 4th.

Speaker speaker\_1: Okay. Yeah, I know once you enroll, it can take up to two weeks for the deductions to begin. We don't have like a specific date of when the coverage would be active. That's really up to payroll when they make that first deduction.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah. Like I said, I see that this is the second week you've had active coverage. Typically, we have a- access to the ID cards on the Thursday or Friday of the first week of active coverage. So I'm not sure what's going on, um, that's why I'm having to escalate it and see if I can get that information for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All righty. Would this be the best phone number to contact you at?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. As soon as I get that information, I will follow back up with you.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye.