

Transcript: VICTORIA

Taylor-6259654778732544-5175083664457728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Victoria. How can I help you? Okay, I was calling to see about, um, enrolling in Hamilton Riker. Okay, uh, let me pull up your file. What's the last four of your Social? 2298. 2298? Yes. And your first and last name? Ykeria Gooden. Do you mind verifying your address and date of birth? 731 Collins Street, June 6th, 2002. So the address is Canton, Mississippi 39046? Yes. Phone number is going to be 601-552-8544? Yes. Okay, and then email is going to be lastname.ykeria23@gmail.com? Yes. Do you know what you're wanting to enroll into specifically? Um, hold on, let me see. The short-term disability. Okay. Is that all you want to enroll into? Yes. Okay, so the short-term disability for employee only is \$3.66 a week. Oh. So it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction being made out of your check, the coverage will start the following Monday. Okay. Was there anything else you might need help with? No. All right. You have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card, this is Victoria. How can I help you?

Speaker speaker_2: Okay, I was calling to see about, um, enrolling in Hamilton Riker.

Speaker speaker_3: Okay, uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 2298.

Speaker speaker_3: 2298?

Speaker speaker_2: Yes.

Speaker speaker_3: And your first and last name?

Speaker speaker_2: Ykeria Gooden.

Speaker speaker_3: Do you mind verifying your address and date of birth?

Speaker speaker_2: 731 Collins Street, June 6th, 2002.

Speaker speaker_3: So the address is Canton, Mississippi 39046?

Speaker speaker_2: Yes.

Speaker speaker_3: Phone number is going to be 601-552-8544?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay, and then email is going to be lastnameeykeria23@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_3: Do you know what you're wanting to enroll into specifically?

Speaker speaker_2: Um, hold on, let me see. The short-term disability.

Speaker speaker_3: Okay. Is that all you want to enroll into?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay, so the short-term disability for employee only is \$3.66 a week.

Speaker speaker_2: Oh.

Speaker speaker_3: So it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_2: Okay.

Speaker speaker_3: Was there anything else you might need help with?

Speaker speaker_2: No.

Speaker speaker_3: All righty. You have a wonderful day.