

Transcript: VICTORIA

Taylor-6285337968295936-4526080600096768

Full Transcript

Thank you for calling Benefits on a Card, this is , how can I help you? Hi, I was hoping to enroll in, uh, benefits. Okay. What's the name of the agency you work for? Integrity Trades in LaPorte. All right. And the last four of your Social? 8408. Gotcha. And first and last name? James Strickner. Okay. Do you mind verifying your address and date of birth? Sure. 2286 West Ash Street, and my date of birth is August 13th, 2001. And the info number 219-575-1881? Yep. Email is first name with two As, last name@Gmail.com? Yep. Okay. Um, and let's see, what did you want to enroll in to? The VIP Classic, along with, uh, dental. Okay. For just employee only? Yep. Gotcha. Um, so is that everything? That'll be it. Okay. So for the VIP Classic and the dental, it looks like it comes out to \$24.34 a week. All right. And then from here, it will take about one to two weeks for the enrollment to be processed through payroll. Uh, once you see that first deduction, which might not happen until two weeks from now, coverage will start the following Monday. And then once the coverage is active, your ID cards are made and sent to you within seven to 10 business days. All right. Now the medical ID card is gonna be emailed to you, so make sure to keep an eye on your email. They'll be coming from the insurance carrier, American Public Life. All right. And the dental ID card is actually sent by mail, and it's also- Okay. ... from the same insurance carrier. Do you know approximately when I should see that email? I don't, um, I know e- only because the actual insurance carrier sends that out. I know once the coverage becomes active, it could be, you know, typically h- I'm not sure when they would send it, anywhere from seven to 10 business days of the coverage being active. All right. Yeah. All right. Well, thank you. Uh, was there anything else? Nope, not at all. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is , how can I help you?

Speaker speaker_1: Hi, I was hoping to enroll in, uh, benefits.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Integrity Trades in LaPorte.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 8408.

Speaker speaker_0: Gotcha. And first and last name?

Speaker speaker_1: James Strickner.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. 2286 West Ash Street, and my date of birth is August 13th, 2001.

Speaker speaker_0: And the info number 219-575-1881?

Speaker speaker_1: Yep.

Speaker speaker_0: Email is first name with two As, last name@Gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, and let's see, what did you want to enroll in to?

Speaker speaker_1: The VIP Classic, along with, uh, dental.

Speaker speaker_0: Okay. For just employee only?

Speaker speaker_1: Yep.

Speaker speaker_0: Gotcha. Um, so is that everything?

Speaker speaker_1: That'll be it.

Speaker speaker_0: Okay. So for the VIP Classic and the dental, it looks like it comes out to \$24.34 a week.

Speaker speaker_1: All right.

Speaker speaker_0: And then from here, it will take about one to two weeks for the enrollment to be processed through payroll. Uh, once you see that first deduction, which might not happen until two weeks from now, coverage will start the following Monday. And then once the coverage is active, your ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_1: All right.

Speaker speaker_0: Now the medical ID card is gonna be emailed to you, so make sure to keep an eye on your email. They'll be coming from the insurance carrier, American Public Life.

Speaker speaker_1: All right.

Speaker speaker_0: And the dental ID card is actually sent by mail, and it's also-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from the same insurance carrier.

Speaker speaker_1: Do you know approximately when I should see that email?

Speaker speaker_0: I don't, um, I know e- only because the actual insurance carrier sends that out. I know once the coverage becomes active, it could be, you know, typically h- I'm not sure when they would send it, anywhere from seven to 10 business days of the coverage being active.

Speaker speaker_1: All right.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. Well, thank you.

Speaker speaker_0: Uh, was there anything else?

Speaker speaker_1: Nope, not at all. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.