

## Transcript: VICTORIA

**Taylor-6413628748382208-5794795121590272**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, uh, just a minute. Uh, can you hear me? Hello? Yes, I can hear you. Uh, my name is Perry Rogers and I work for Versitillo, uh, and I was trying to, uh, set up benefits. Is, do I supposed to call and do that? You can, yes, sir. Yes, okay. So, I wa-, that's what I wanted to, I was calling about. I want to sign up for, uh, benefits. Okay. Do you know specifically what plans you're wanting? Uh, yes, ma'am. Uh, I was trying to get this, uh, uh, just employee for the health insurance, the 1796. Okay. Let me pull up your file. What's the last four of your Social? 9407. And your first and last name, again? It's Perry Rogers, R-O-G-E-R-S. Okay. Do you mind verifying your address and date of birth? Oh, okay. My address is 1902 Houston Street, Grand Prairie, Texas 75051. And your date of birth? Oh, and my birth du-, 11/20/1973. Okay. Phone number is 682-409-5251. 5251, yes, ma'am. Email is perryrogers828 at gmail. 828, uh, yes, ma'am. Okay. And let's see. Are you, so you're wanting the MEC TelRx? Yes, ma'am. Okay. Was there anything... Say it again? Is there anything else you want? Yes, I want the, the vision and the dental. Okay. A- and that, and then on the, uh, uh, the vision I want it for, for spouse, employee and, and for spouse. That thing is 433. Okay. And the dental also for spouse, me-employee and spouse. And my mom, my wife said life insurance only, but I don't know how to watch my... and life insurance. For employee plus spouse or employee only? Yes, yes, employee and spouse. Okay. So I have the dental, term life and vision for employee plus spouse, and then the MEC TelRx for employee only. Yes, ma'am. Okay. Is that everything? That's everything. Okay. So it would be \$31.82 a week. Okay. And then give me just a few seconds. All right. Uh, what is your spouse's name? Shequeta, S-H-E-Q-U-E-T-A. Same last name? Yes, ma'am. And date of birth? It's, it's Ju- it's 07, well, 07, July the 18th, 1979. And then full Social? It's 457-47-9859. Okay. And then who did you want to name as the beneficiary? My wife. Okay. All right. So it typically takes about one to two weeks for the enrollment to be processed through your payroll. Mm-hmm. Once you see, uh, that first deduction being made, coverage will start the following Monday. And then, um, once the coverage is active, your ID card is made and sent to you within seven to 10 business days. Okay. 'Cause that's why I was, I'm so concerned about trying to get the eyeglass, my eyeglasses. Uh, and so you said it take about a few weeks before it, it kicks in? Yeah. So the actual enrollment can take about one to two weeks to be processed. Mm-hmm. Mm-hmm. Um, and the coverage won't start until the following Monday of your first payroll deduction. Okay, okay. So would I see that on the email? Uh, we don't, we don't, like, send out emails typically. Oh, it'll be on my check then. Yeah. Uh-huh. So you just wanna keep an eye on your pay stub. Okay. And one more thing. Uh, I'm, I'm, uh, uh, far as the, the... once that due, today, how would I be able to go purchase my glasses? Uh, would it, would I get a card or, or would it be a number? Yeah. So once the coverage is active, it'll take about seven to 10

business days to get the ID card. Mm-hmm. Mm-hmm. And then once you get that ID card, it should have instructions on how to find a provider in your area and you just mail me- Okay. ... that card. Okay, then. All right. Thank you, ma'am. You're welcome. You have a good day. All right. You too. Bye-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: Yes, uh, just a minute. Uh, can you hear me? Hello?

Speaker speaker\_0: Yes, I can hear you.

Speaker speaker\_1: Uh, my name is Perry Rogers and I work for Versitillo, uh, and I was trying to, uh, set up benefits. Is, do I supposed to call and do that?

Speaker speaker\_0: You can, yes, sir.

Speaker speaker\_1: Yes, okay. So, I wa-, that's what I wanted to, I was calling about. I want to sign up for, uh, benefits.

Speaker speaker\_0: Okay. Do you know specifically what plans you're wanting?

Speaker speaker\_1: Uh, yes, ma'am. Uh, I was trying to get this, uh, uh, just employee for the health insurance, the 1796.

Speaker speaker\_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker\_1: 9407.

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

Speaker speaker\_1: It's Perry Rogers, R-O-G-E-R-S.

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

Speaker speaker\_1: Oh, okay. My address is 1902 Houston Street, Grand Prairie, Texas 75051.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Oh, and my birth du-, 11/20/1973.

Speaker speaker\_0: Okay. Phone number is 682-409-5251.

Speaker speaker\_1: 5251, yes, ma'am.

Speaker speaker\_0: Email is perryrogers828 at gmail.

Speaker speaker\_1: 828, uh, yes, ma'am.

Speaker speaker\_0: Okay. And let's see. Are you, so you're wanting the MEC TelRx?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Was there anything...

Speaker speaker\_1: Say it again?

Speaker speaker\_0: Is there anything else you want?

Speaker speaker\_1: Yes, I want the, the vision and the dental.

Speaker speaker\_0: Okay.

Speaker speaker\_1: A- and that, and then on the, uh, uh, the vision I want it for, for spouse, employee and, and for spouse. That thing is 433.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And the dental also for spouse, me- employee and spouse. And my mom, my wife said life insurance only, but I don't know how to watch my... and life insurance.

Speaker speaker\_0: For employee plus spouse or employee only?

Speaker speaker\_1: Yes, yes, employee and spouse.

Speaker speaker\_0: Okay. So I have the dental, term life and vision for employee plus spouse, and then the MEC TelRx for employee only.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Is that everything?

Speaker speaker\_1: That's everything.

Speaker speaker\_0: Okay. So it would be \$31.82 a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then give me just a few seconds. All right. Uh, what is your spouse's name?

Speaker speaker\_1: Shequeta, S-H-E-Q-U-E-T-A.

Speaker speaker\_0: Same last name?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: It's, it's Ju- it's 07, well, 07, July the 18th, 1979.

Speaker speaker\_0: And then full Social?

Speaker speaker\_1: It's 457-47-9859.

Speaker speaker\_0: Okay. And then who did you want to name as the beneficiary?

Speaker speaker\_1: My wife.

Speaker speaker\_0: Okay. All right. So it typically takes about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Once you see, uh, that first deduction being made, coverage will start the following Monday. And then, um, once the coverage is active, your ID card is made and sent to you within seven to 10 business days.

Speaker speaker\_1: Okay. 'Cause that's why I was, I'm so concerned about trying to get the eyeglass, my eyeglasses. Uh, and so you said it take about a few weeks before it, it kicks in?

Speaker speaker\_0: Yeah. So the actual enrollment can take about one to two weeks to be processed.

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_0: Um, and the coverage won't start until the following Monday of your first payroll deduction.

Speaker speaker\_1: Okay, okay. So would I see that on the email?

Speaker speaker\_0: Uh, we don't, we don't, like, send out emails typically.

Speaker speaker\_1: Oh, it'll be on my check then.

Speaker speaker\_0: Yeah. Uh-huh. So you just wanna keep an eye on your pay stub.

Speaker speaker\_1: Okay. And one more thing. Uh, I'm, I'm, uh, uh, far as the, the... once that due, today, how would I be able to go purchase my glasses? Uh, would it, would I get a card or, or would it be a number?

Speaker speaker\_0: Yeah. So once the coverage is active, it'll take about seven to 10 business days to get the ID card.

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_0: And then once you get that ID card, it should have instructions on how to find a provider in your area and you just mail me-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that card.

Speaker speaker\_1: Okay, then. All right. Thank you, ma'am.

Speaker speaker\_0: You're welcome. You have a good day.

Speaker speaker\_1: All right. You too. Bye-bye.

Speaker speaker\_0: Bye.