

Transcript: VICTORIA

Taylor-6467891189825536-6563536588292096

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? Yes, hi. This is, this is Raphael Wells. I was calling on my benefits card. I was wondering if y'all can email it to me, 'cause I think it, they just sent a text say they got approved. So I'm at the doctor right now. They have, need this obviously, you know, to verify it. Okay. What's the name of the agency you work for? Uh, WorkSmart. And the last four of your Social? 5402. Okay. And your first and last name? Raphael Wells. Do you mind verifying your address and date of birth? 1300 26th Avenue East, Tuscaloosa, Alabama, 35404. And your date of birth? 5/22/'86. Okay. Uh, phone number 205-239-6462? Yes. And then email is rafwells.wells794@gmail? Yes. Okay. Um, I don't see that the coverage is active yet. Oh, it isn't. There's... Uh, it supposed to be active. Yeah, I'm not seeing that we ever received the first deduction for it. All right. Yes, sir. So once we receive that first deduction, the coverage will start the following Monday. And then once it's actually active, ID cards are made and sent to you within seven to ten business days. All right. Sure. Okay. Do you need he- was there anything else? No, that's all. All right. You have a wonderful day. 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: Yes, hi. This is, this is Raphael Wells. I was calling on my benefits card. I was wondering if y'all can email it to me, 'cause I think it, they just sent a text say they got approved. So I'm at the doctor right now. They have, need this obviously, you know, to verify it.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, WorkSmart.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5402.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Raphael Wells.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 1300 26th Avenue East, Tuscaloosa, Alabama, 35404.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/22/'86.

Speaker speaker_1: Okay. Uh, phone number 205-239-6462?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is rafwells.wells794@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I don't see that the coverage is active yet.

Speaker speaker_2: Oh, it isn't. There's... Uh, it supposed to be active.

Speaker speaker_1: Yeah, I'm not seeing that we ever received the first deduction for it.

Speaker speaker_2: All right.

Speaker speaker_1: Yes, sir. So once we receive that first deduction, the coverage will start the following Monday. And then once it's actually active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker_2: All right.

Speaker speaker_1: Sure.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you need he- was there anything else?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Bye-bye.