

## **Transcript: VICTORIA**

**Taylor-6481995346657280-5645179471183872**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hey, is this Brooklyn? Hello? Hello? Hey, am I speaking with Brooklyn Blackwell? This is her. Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance for On Track Staffing. Yes, ma'am. Okay, so I'm looking at the enrollment form that you signed and dated on, uh, the 25th of March. It looks like you selected the VIP Standard Medical Plan and the dental for you and your spouse. Yes, ma'am. Okay. Now, are you... Is that your actual spouse or is that your fiance? Fiance. Okay, I just wanna verify that. All right, so I think I have their name here. Is it Charlie Strickland? It's Carlie Strickland. Oh, I'm sorry, Carlie. So, K-A-R-L-E? L-I-E. L-I-E. Right, the form is a little... I can't see it clearly the way it was sent over. And the, um, her date of birth? 07/16/99, 1999. Okay. And what is her full Social? 423-49-3710. Let me just make sure I got that right, so 423-4937-10? Yes, ma'am. Okay. All righty, I think that's pretty much everything I needed to verify with you. Um, just to let you know, it looks like for the VIP Standard and the dental, it comes out to a total of \$40.49 a week. Okay. So from here, it'll take about one to two weeks for the enrollment to be processed through your payroll department, and then once you see that first payroll deduction, um, the coverage will start the following Monday, and then ID cards are made and sent to you within seven to ten business days. Yes, ma'am. Okay, that's fine. And then, um, also, just because the way the form was sent, I can't really make out the email, so I wanted to make sure I have it right. So it's bblackwell@gmail.com? It's bblackwell, B-B-L-A-C-K-W-E-L-L@gmail.com. Okay, that's what I figured it was, so let me update that. I will go ahead and fix that, and I think that's all I needed from you. Yes, ma'am, thank you. You're welcome. Have a good day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes. Hey, is this Brooklyn? Hello?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hey, am I speaking with Brooklyn Blackwell?

Speaker speaker\_1: This is her.

Speaker speaker\_0: Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance for On Track Staffing.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so I'm looking at the enrollment form that you signed and dated on, uh, the 25th of March. It looks like you selected the VIP Standard Medical Plan and the dental for you and your spouse.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Now, are you... Is that your actual spouse or is that your fiance?

Speaker speaker\_1: Fiance.

Speaker speaker\_0: Okay, I just wanna verify that. All right, so I think I have their name here. Is it Charlie Strickland?

Speaker speaker\_1: It's Carlie Strickland.

Speaker speaker\_0: Oh, I'm sorry, Carlie. So, K-A-R-L-E?

Speaker speaker\_1: L-I-E.

Speaker speaker\_0: L-I-E. Right, the form is a little... I can't see it clearly the way it was sent over. And the, um, her date of birth?

Speaker speaker\_1: 07/16/99, 1999.

Speaker speaker\_0: Okay. And what is her full Social?

Speaker speaker\_1: 423-49-3710.

Speaker speaker\_0: Let me just make sure I got that right, so 423-4937-10?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All righty, I think that's pretty much everything I needed to verify with you. Um, just to let you know, it looks like for the VIP Standard and the dental, it comes out to a total of \$40.49 a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So from here, it'll take about one to two weeks for the enrollment to be processed through your payroll department, and then once you see that first payroll deduction, um, the coverage will start the following Monday, and then ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_1: Yes, ma'am. Okay, that's fine.

Speaker speaker\_0: And then, um, also, just because the way the form was sent, I can't really make out the email, so I wanted to make sure I have it right. So it's bblackwell@gmail.com?

Speaker speaker\_1: It's bblackwell, B-B-L-A-C-K-W-E-L-L@gmail.com.

Speaker speaker\_0: Okay, that's what I figured it was, so let me update that. I will go ahead and fix that, and I think that's all I needed from you.

Speaker speaker\_1: Yes, ma'am, thank you.

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

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye.