

Transcript: VICTORIA

Taylor-6570050123513856-4900992143638528

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. My name is Kaylee Castelliano. Um, I was calling to see how long it normally takes for, um, your benefit, uh, cards to come in the mail. Um, so it all depends on when your coverage becomes active. Once the coverage is actually active, it typically takes about seven to 10 business days. Okay. Um, so we received emails and, I mean, I, I don't remember the exact date that, um, I got covered, 'cause he's been covered a little over a year. Um, oh, almost a year, 'cause he started last month, uh, last year. And he just, um, recently accepted me in January. Um, I'm trying to see about the emails that we got. 'Cause it, it said- Okay, so are you still on the computer? ... I'm covered. Uh, my husband is. He just- Okay. ... added me to his account. And, um- Okay. ... I haven't received my card yet. That's why I was calling. Um, let me see. I, I mean, I can pull up the file and see what's going on. Do you have the last four of his social? Um, I do. Give me just one second. Okay. Where is it? So it is 5738. And his, uh, first and last name? Joey Castelliano. All right. Do you mind, uh, verifying the date of birth and address? Um, his date of birth is July 26th, 1985. And his address is 105 Double Creek Drive. Okay. And what is your name? Kaylee Castelliano. Okay. And then, if you'll just verify the last four of your social and date of birth. Uh, 4452. Date of birth is October 8, 1992. All right. So, it looks like you guys definitely should have received the dental and vision ID cards by now through the mail. Now, the medical plan that you guys are enrolled into, the ID card for that is typically emailed. Okay. Um, but either way he should have received those. Um, I mean, I, I can always look up the ID cards and send it to his email. So, he has his from, um, last year. I didn't know if they sent out a new one every year for him. Well, uh, not necessarily but since with adding you on to the coverage, he would get new ones. So, you don't get your own personal ID card. It's just one ID card for the both of you and it says, "Employee plus spouse" on it. Okay. Yeah. Yeah, so he has not rece... We have not received them yet. Okay. I will go ahead and look them up on my end and send those to his email. Uh, give me just a few seconds, if you will, so I can look those up real quick. Okay. Yes, ma'am. I'll be right back. Yes, ma'am. Hold on, baby. Mommy's on the phone. All righty, thank you so much for holding. So I just, uh, sent those ID cards to the email address on file. All right. And that should cover both me and him? Yes. Uh-huh. All right. Thank you so much, ma'am. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Thank you. 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: Uh, yes, ma'am. My name is Kaylee Castelliano. Um, I was calling to see how long it normally takes for, um, your benefit, uh, cards to come in the mail.

Speaker speaker_0: Um, so it all depends on when your coverage becomes active. Once the coverage is actually active, it typically takes about seven to 10 business days.

Speaker speaker_1: Okay. Um, so we received emails and, I mean, I, I don't remember the exact date that, um, I got covered, 'cause he's been covered a little over a year. Um, oh, almost a year, 'cause he started last month, uh, last year. And he just, um, recently accepted me in January. Um, I'm trying to see about the emails that we got. 'Cause it, it said-

Speaker speaker_0: Okay, so are you still on the computer?

Speaker speaker_1: ... I'm covered. Uh, my husband is. He just-

Speaker speaker_0: Okay.

Speaker speaker_1: ... added me to his account. And, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I haven't received my card yet. That's why I was calling.

Speaker speaker_0: Um, let me see. I, I mean, I can pull up the file and see what's going on. Do you have the last four of his social?

Speaker speaker_1: Um, I do. Give me just one second.

Speaker speaker_0: Okay.

Speaker speaker_1: Where is it? So it is 5738.

Speaker speaker_0: And his, uh, first and last name?

Speaker speaker_1: Joey Castelliano.

Speaker speaker_0: All right. Do you mind, uh, verifying the date of birth and address?

Speaker speaker_1: Um, his date of birth is July 26th, 1985. And his address is 105 Double Creek Drive.

Speaker speaker_0: Okay. And what is your name?

Speaker speaker_1: Kaylee Castelliano.

Speaker speaker_0: Okay. And then, if you'll just verify the last four of your social and date of birth.

Speaker speaker_1: Uh, 4452. Date of birth is October 8, 1992.

Speaker speaker_0: All right. So, it looks like you guys definitely should have received the dental and vision ID cards by now through the mail. Now, the medical plan that you guys are enrolled into, the ID card for that is typically emailed.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but either way he should have received those. Um, I mean, I, I can always look up the ID cards and send it to his email.

Speaker speaker_1: So, he has his from, um, last year. I didn't know if they sent out a new one every year for him.

Speaker speaker_0: Well, uh, not necessarily but since with adding you on to the coverage, he would get new ones. So, you don't get your own personal ID card. It's just one ID card for the both of you and it says, "Employee plus spouse" on it.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, so he has not rece... We have not received them yet.

Speaker speaker_0: Okay. I will go ahead and look them up on my end and send those to his email. Uh, give me just a few seconds, if you will, so I can look those up real quick.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: I'll be right back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hold on, baby. Mommy's on the phone.

Speaker speaker_3: All righty, thank you so much for holding. So I just, uh, sent those ID cards to the email address on file.

Speaker speaker_4: All right. And that should cover both me and him?

Speaker speaker_3: Yes. Uh-huh.

Speaker speaker_4: All right. Thank you so much, ma'am.

Speaker speaker_3: You're welcome. You have a wonderful day.

Speaker speaker_4: You too.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_4: Thank you. Bye-bye.