

## Transcript: VICTORIA

**Taylor-6592892900917248-5988664486576128**

### Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Uh, hi, Victoria. Um, I am trying to select my coverages online, um, and it said that I need to call in. Okay, what's the name of the agency you work for? Um, so it's Surge Staffing. All right, and the last four of your social? 8595. And your first and last name? Samantha Marshall. Okay, do you mind verifying your address and date of birth? It's 3809 Ardmore Street, Silver Springs, Nevada 89429. Birth date is 02/19/1990. Okay. And then phone number 304-222-2940? Yes. And then email is sammylively@gmail.com? Yes. Okay. Are you a rehire with Surge? Yes. Okay, that's what the issue is. So I just need to verify your eligibility on my end before I'm able to process the enrollment, but what exactly are you wanting to enroll into so I can make note of that? So I actually only need dental coverage. Um, I'm a veteran so I get everything else through the VA. Okay, so you're just wanting dental for employee only? Employee only, yes. Great. So I'm gonna make a note of that and then reach out to eligibility just to verify you are eligible to enroll, and then I'll call you back. Okay. Um, in the meantime, just to let you know, the dental is \$4.17 a week. Um- Mm-hmm. So once I get the go-ahead to process the enrollment, it's gonna take about one to three weeks for department, and coverage- Mm-hmm. ... will start that following Monday. And then actually active, it takes about seven to 10 business days to get the ID card for it. Okay. Um, so follow-up typically takes about 24 to 48 business hours, but really it's just as soon as I get a response back from eligibility, and I will, uh, leave you a voicemail if you don't answer. Okay, sounds good. Did you need help with anything else? Uh, no, that was it. All righty. You have a wonderful day. All right, 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, hi, Victoria. Um, I am trying to select my coverages online, um, and it said that I need to call in.

Speaker speaker\_0: Okay, what's the name of the agency you work for?

Speaker speaker\_1: Um, so it's Surge Staffing.

Speaker speaker\_0: All right, and the last four of your social?

Speaker speaker\_1: 8595.

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

Speaker speaker\_1: Samantha Marshall.

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

Speaker speaker\_1: It's 3809 Ardmore Street, Silver Springs, Nevada 89429. Birth date is 02/19/1990.

Speaker speaker\_0: Okay. And then phone number 304-222-2940?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is sammylively@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Are you a rehire with Surge?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, that's what the issue is. So I just need to verify your eligibility on my end before I'm able to process the enrollment, but what exactly are you wanting to enroll into so I can make note of that?

Speaker speaker\_1: So I actually only need dental coverage. Um, I'm a veteran so I get everything else through the VA.

Speaker speaker\_0: Okay, so you're just wanting dental for employee only?

Speaker speaker\_1: Employee only, yes.

Speaker speaker\_0: Great. So I'm gonna make a note of that and then reach out to eligibility just to verify you are eligible to enroll, and then I'll call you back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, in the meantime, just to let you know, the dental is \$4.17 a week. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So once I get the go-ahead to process the enrollment, it's gonna take about one to three weeks for department, and coverage-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... will start that following Monday. And then actually active, it takes about seven to 10 business days to get the ID card for it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so follow-up typically takes about 24 to 48 business hours, but really it's just as soon as I get a response back from eligibility, and I will, uh, leave you a voicemail if

you don't answer.

Speaker speaker\_1: Okay, sounds good.

Speaker speaker\_0: Did you need help with anything else?

Speaker speaker\_1: Uh, no, that was it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: All right, thank you. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.