

Transcript: VICTORIA

Taylor-6598241017085952-6398077690134528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. How are Thank you for calling Benefits on a Card group. This is Victoria. How can I help you? Um, yes, um, I have insurance through Hamilton Licker and through y'all, and I was wanting to know if there was any way y'all could send me a card through my email of my insurance, uh, proof of insurance, because I haven't got it through the mail yet. Okay. Um, what's the last four of your Social? Uh, 256 or... Shoot. 2597. I'm sorry. You're fine. And your first and last name? Um, Jacob Morton. Do you mind verifying your address and date of birth? Uh, 727 North Chester Road, uh, Beaverville, Kentucky 42320. And my date of birth is 05/22/2002. And then phone number 270-775-2193? Yes. Yeah. And email is going to be first and last name 18@icloud.com. Uh, it's 25@icloud.com. Okay, so first and last name 25@icloud.com? Yes. Okay, so I see your coverage just became active today. So your ID cards and policy information is in the process of being made. We will not have access to the digital copies until Thursday or Friday of this week. Um, but if you want to call us back Thursday or Friday, we should be able to download copies and email it to you. Okay, so there's no way y'all could give me, like, any information on the insurance? Yeah, as of right now... I mean, like I said, your coverage just became active today, and it typically takes 72 business hours to have access to the policy information. So you could try even calling us back on Wednesday and see if we can, you know, at least pull the policy numbers for you. Um, but Wednesday would be the earliest that we would have access to any of that information. Alrighty. Yes, sir. So... Well, they haven't sent out my card or anything yet? I don't think so. Um, I don't... I mean, I can double-check, but I don't believe you're... We don't have access to any of your policy information with it just becoming active today. Yeah. You're not in the system as of yet, so there's no ID card to be sent to you. So who do I need to talk to other than y'all then? Who do I need to call? There is no one else. So we're the administrators for your policies. What I'm saying is that your ID card is in the process of being made right now because your coverage just became active today. Oh, okay. So once the coverage becomes active- I don't know. I was just confused because... Because Hamilton Licker told me that it would come effective as soon as I got paid, and I've been working there for, like, two and a half weeks. Yeah, that's an... Incorrect. Once you get enrolled, it can take up to two weeks before you see that first deduction come out of your check, but coverage starts the following Monday of your first payroll deduction, and then once coverage is active, that's when your policy information is being made and sent to you. It typically takes about seven to 10 business days to get the ID cards in the mail. Oh, okay. Well, my first check, they took it out of my first check, so I was just wondering. Yeah, we- But my passport's shit right now, and I'm sick, so that's why I was calling to ask if I could get any information, but I appreciate it. You're welcome. Did you have any other questions for me? Um, no. Okay. Like I said, try giving us a call back Wednesday. We should be able to at least pull the policy

numbers and provide that to you. Um, if not, I know for sure Thursday or Friday, we'll have access to download the ID cards where we can email it. All right. Yes, sir. All right. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: How are

Speaker speaker_2: Thank you for calling Benefits on a Card group. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, um, I have insurance through Hamilton Licker and through y'all, and I was wanting to know if there was any way y'all could send me a card through my email of my insurance, uh, proof of insurance, because I haven't got it through the mail yet.

Speaker speaker_2: Okay. Um, what's the last four of your Social?

Speaker speaker_1: Uh, 256 or... Shoot. 2597. I'm sorry.

Speaker speaker_2: You're fine. And your first and last name?

Speaker speaker_1: Um, Jacob Morton.

Speaker speaker_2: Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 727 North Chester Road, uh, Beaverville, Kentucky 42320. And my date of birth is 05/22/2002.

Speaker speaker_2: And then phone number 270-775-2193?

Speaker speaker_1: Yes.

Speaker speaker_3: Yeah.

Speaker speaker_2: And email is going to be first and last name 18@icloud.com.

Speaker speaker_1: Uh, it's 25@icloud.com.

Speaker speaker_2: Okay, so first and last name 25@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, so I see your coverage just became active today. So your ID cards and policy information is in the process of being made. We will not have access to the digital copies until Thursday or Friday of this week. Um, but if you want to call us back Thursday or Friday, we should be able to download copies and email it to you.

Speaker speaker_1: Okay, so there's no way y'all could give me, like, any information on the insurance?

Speaker speaker_2: Yeah, as of right now... I mean, like I said, your coverage just became active today, and it typically takes 72 business hours to have access to the policy information. So you could try even calling us back on Wednesday and see if we can, you know, at least pull the policy numbers for you. Um, but Wednesday would be the earliest that we would have access to any of that information.

Speaker speaker_1: Alrighty.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So... Well, they haven't sent out my card or anything yet?

Speaker speaker_2: I don't think so. Um, I don't... I mean, I can double-check, but I don't believe you're... We don't have access to any of your policy information with it just becoming active today. Yeah. You're not in the system as of yet, so there's no ID card to be sent to you.

Speaker speaker_1: So who do I need to talk to other than y'all then? Who do I need to call?

Speaker speaker_2: There is no one else. So we're the administrators for your policies. What I'm saying is that your ID card is in the process of being made right now because your coverage just became active today.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: So once the coverage becomes active-

Speaker speaker_1: I don't know. I was just confused because... Because Hamilton Licker told me that it would come effective as soon as I got paid, and I've been working there for, like, two and a half weeks.

Speaker speaker_2: Yeah, that's an... Incorrect. Once you get enrolled, it can take up to two weeks before you see that first deduction come out of your check, but coverage starts the following Monday of your first payroll deduction, and then once coverage is active, that's when your policy information is being made and sent to you. It typically takes about seven to 10 business days to get the ID cards in the mail.

Speaker speaker_1: Oh, okay. Well, my first check, they took it out of my first check, so I was just wondering.

Speaker speaker_2: Yeah, we-

Speaker speaker_1: But my passport's shit right now, and I'm sick, so that's why I was calling to ask if I could get any information, but I appreciate it.

Speaker speaker_2: You're welcome. Did you have any other questions for me?

Speaker speaker_1: Um, no.

Speaker speaker_2: Okay. Like I said, try giving us a call back Wednesday. We should be able to at least pull the policy numbers and provide that to you. Um, if not, I know for sure Thursday or Friday, we'll have access to download the ID cards where we can email it.

Speaker speaker_1: All right.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Thank you. Bye-bye.