

Transcript: VICTORIA

Taylor-6675978056056832-5983204361060352

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? Hey, how you doing? My name is Jimmy Morgan. I was calling to enroll. Okay. What's the name of the agency you work for? BG ... And the last four of your social? 4192. Okay. And let's see. You said first name is Jimmy, last name is Morgan? Yes, ma'am. Do you mind verifying your address and date of birth? 3403 Ribahoper Church Road, Apartment J. 27406. Greensboro. And your date of birth? 07-22-79. Phone number 336-905-1492? Yes. Okay, and then email is spiritualwarrior1943@gmail.com. Yes, ma'am. Okay. So, I see that you're actually already enrolled into the VIP Standard for employee only. Were you wanting to change or add onto that? Uh, no. They just told me to call. I didn't know... I don't know. I guess they must've did it their self. I don't know. I had called yesterday and... you know. Yeah. So it looks like you were enrolled into the VIP Standard because we received a enrollment form for you for that plan. Oh, okay. Well, thank you. Yes, sir. Um, so I know typically the enrollment can take about, uh, one to two weeks to be processed through payroll. And then coverage would be active the following Monday of your first deduction. So once you see the total of \$16.78 being deducted from your check, it'll start that following Monday. Okay. And then, um, once the coverage is active, your ID cards and policy info is being made so it typically takes about seven to 10 business days to get the ID card. But it'll be emailed to you. Oh, okay. Yes, sir. Did you need help with anything else? Um, that'll be it. Um, as a matter of fact, how much longer is it gonna take for me to get my card? Well, like I said, it... Typically once you enroll, it can take about one to two weeks for the enrollment to be processed through payroll. And then coverage would be active the following Monday of your first payroll deduction. So as of right now, we haven't received the first deduction yet. Um... First deduction on? So that's how you pay for the coverage. It would be a deduction made out of your weekly check. We just haven't received the first deduction yet. I ain't understanding what you mean by that. We haven't received the first payment for the coverage. It hasn't been taken out of your check yet. Oh. Oh, okay. Yeah. Okay. So once you see \$16.78 being deducted from your check, coverage will start the following Monday. And then once the coverage is active, it typically takes about seven to 10 business days to get the ID cards. Man, so I'm gonna have to wait, like two weeks? Another two weeks? It really al-... I mean, a- again, it really just depends on when that deduction is made out of your check. I don't have an estimate date for you. Yeah, this is my, this is my second week right here. Yeah. So, again, once you enroll, it can take up to two weeks before that first deduction is made outta your check. So I would just keep an eye- Okay. ... on your pay stubs. And then- All right. ... once you see that being deducted, coverage will start the following week. And once the coverage is active, the ID card is made and sent to your email within seven to 10 business days. Okay. All right. Was there anything

else you needed help with? Nah, that's it. Okay. You have a wonderful day. You too. Thank you. Bye-bye. Mm-hmm. Mm-hmm.

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: Hey, how you doing? My name is Jimmy Morgan. I was calling to enroll.

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

Speaker speaker_2: BG ...

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4192.

Speaker speaker_1: Okay. And let's see. You said first name is Jimmy, last name is Morgan?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: 3403 Ribahoper Church Road, Apartment J. 27406. Greensboro.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 07-22-79.

Speaker speaker_1: Phone number 336-905-1492?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then email is spiritualwarrior1943@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, I see that you're actually already enrolled into the VIP Standard for employee only. Were you wanting to change or add onto that?

Speaker speaker_2: Uh, no. They just told me to call. I didn't know... I don't know. I guess they must've did it their self. I don't know. I had called yesterday and... you know.

Speaker speaker_1: Yeah. So it looks like you were enrolled into the VIP Standard because we received a enrollment form for you for that plan.

Speaker speaker_2: Oh, okay. Well, thank you.

Speaker speaker_1: Yes, sir. Um, so I know typically the enrollment can take about, uh, one to two weeks to be processed through payroll. And then coverage would be active the

following Monday of your first deduction. So once you see the total of \$16.78 being deducted from your check, it'll start that following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, um, once the coverage is active, your ID cards and policy info is being made so it typically takes about seven to 10 business days to get the ID card. But it'll be emailed to you.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: Um, that'll be it. Um, as a matter of fact, how much longer is it gonna take for me to get my card?

Speaker speaker_1: Well, like I said, it... Typically once you enroll, it can take about one to two weeks for the enrollment to be processed through payroll. And then coverage would be active the following Monday of your first payroll deduction. So as of right now, we haven't received the first deduction yet. Um...

Speaker speaker_2: First deduction on?

Speaker speaker_1: So that's how you pay for the coverage. It would be a deduction made out of your weekly check. We just haven't received the first deduction yet.

Speaker speaker_2: I ain't understanding what you mean by that.

Speaker speaker_1: We haven't received the first payment for the coverage. It hasn't been taken out of your check yet.

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: So once you see \$16.78 being deducted from your check, coverage will start the following Monday. And then once the coverage is active, it typically takes about seven to 10 business days to get the ID cards.

Speaker speaker_2: Man, so I'm gonna have to wait, like two weeks? Another two weeks?

Speaker speaker_1: It really al-... I mean, a- again, it really just depends on when that deduction is made out of your check. I don't have an estimate date for you.

Speaker speaker_2: Yeah, this is my, this is my second week right here.

Speaker speaker_1: Yeah. So, again, once you enroll, it can take up to two weeks before that first deduction is made outta your check. So I would just keep an eye-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on your pay stubs. And then-

Speaker speaker_2: All right.

Speaker speaker_1: ... once you see that being deducted, coverage will start the following week. And once the coverage is active, the ID card is made and sent to your email within seven to 10 business days.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Was there anything else you needed help with?

Speaker speaker_2: Nah, that's it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm. Mm-hmm.