

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits Center Cards. This is Victoria. How can I help you? Yes, ma'am. This is John Owen. Uh, I recently, uh, got the insurance package and, uh, I was wanting to know, uh, the, the money was held out of my check, uh, last week, uh, and they said when, when I see the money come out of my check, uh, uh, do I have to, to, to... Are y'all gonna send me a card or anything like that? Yeah. So if you saw the deduction come out of your check last week, that would make the coverage active as of today. Um, so it typically takes about seven to 10 business days once the coverage becomes active to get your ID cards, so you should be getting them soon. Okay. Uh, is it... Could, could I have you also email me the packages of exactly, uh, what the coverage is, deductibles and, and things like that? Now, I can send you a copy of the benefits guide for your employer, but the benefits guide goes over all of the plans being offered. Um, so not specifically what you're enrolled into. Okay. It just goes through all of the plans. Okay. Uh, I've got the, the, what I think they call it the Pro Plan. Okay. Let me pull up your, your file so I can better assist. What's the name of the agency you work for? Uh, SST, Superior Skilled Trades. And the last four of your Social? Uh, 3354. All right, and your first and last name? Uh, John Owen. O-W-E-N. I gotcha. Do you mind verifying your address and date of birth? Yes. Address is 8 Bilbo Hill Drive, Hopkinsville, Mississippi and that'd be 09 of 23. I'm sorry, was that 09/23, and then what's the year? '62. '62, okay. And phone number is 601-746-6197? That's correct. Okay. And then email's gonna be johnny.owenjk@gmail.com. Yes, ma'am. Okay. Um, so I can... What I can do is I can send you a copy of the benefits guide and then in that email, I will include the, um, exact plans that you're enrolled into, so you- Okay. ... know what to look for. Okay. One second. All right. I'm also gonna highlight it too so you can see it. Um, but for the medical, just to let you know, the name of the medical plan that you have is the VIP Pro. Okay. Yes, sir. So I've just sent that to your email. You should get it here in a few seconds. Was there anything specific you had questions on? No, ma'am. I was just, just wanting to, to go over with my wife. Okay. Gotcha. All right. I do appreciate it, ma'am. Well, I sent the benefits guide. Yes, sir. Uh, just, um, there's gonna be a PDF attachment to the email and then, um, I highlighted in the body of the email everything that you're enrolled into. Uh, okay. Thank you, ma'am. You're welcome. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Cards. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. This is John Owen. Uh, I recently, uh, got the insurance package and, uh, I was wanting to know, uh, the, the money was held out of my check, uh, last week, uh, and they said when, when I see the money come out of my check, uh, uh, do I have to, to, to... Are y'all gonna send me a card or anything like that?

Speaker speaker_0: Yeah. So if you saw the deduction come out of your check last week, that would make the coverage active as of today. Um, so it typically takes about seven to 10 business days once the coverage becomes active to get your ID cards, so you should be getting them soon.

Speaker speaker_1: Okay. Uh, is it... Could, could I have you also email me the packages of exactly, uh, what the coverage is, deductibles and, and things like that?

Speaker speaker_0: Now, I can send you a copy of the benefits guide for your employer, but the benefits guide goes over all of the plans being offered. Um, so not specifically what you're enrolled into.

Speaker speaker_1: Okay.

Speaker speaker_0: It just goes through all of the plans.

Speaker speaker_1: Okay. Uh, I've got the, the, what I think they call it the Pro Plan.

Speaker speaker_0: Okay. Let me pull up your, your file so I can better assist. What's the name of the agency you work for?

Speaker speaker_1: Uh, SST, Superior Skilled Trades.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 3354.

Speaker speaker_0: All right, and your first and last name?

Speaker speaker_1: Uh, John Owen. O-W-E-N.

Speaker speaker_0: I gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. Address is 8 Bilbo Hill Drive, Hopkinsville, Mississippi and that'd be 09 of 23.

Speaker speaker_0: I'm sorry, was that 09/23, and then what's the year?

Speaker speaker_1: '62.

Speaker speaker_0: '62, okay. And phone number is 601-746-6197?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then email's gonna be johnny.owenjk@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so I can... What I can do is I can send you a copy of the benefits guide and then in that email, I will include the, um, exact plans that you're enrolled into, so you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... know what to look for.

Speaker speaker_1: Okay.

Speaker speaker_0: One second. All right. I'm also gonna highlight it too so you can see it. Um, but for the medical, just to let you know, the name of the medical plan that you have is the VIP Pro.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. So I've just sent that to your email. You should get it here in a few seconds. Was there anything specific you had questions on?

Speaker speaker_1: No, ma'am. I was just, just wanting to, to go over with my wife.

Speaker speaker_0: Okay. Gotcha. All right.

Speaker speaker_1: I do appreciate it, ma'am.

Speaker speaker_0: Well, I sent the benefits guide. Yes, sir. Uh, just, um, there's gonna be a PDF attachment to the email and then, um, I highlighted in the body of the email everything that you're enrolled into.

Speaker speaker_1: Uh, okay. Thank you, ma'am.

Speaker speaker_0: You're welcome. You have a wonderful day.