

## Transcript: VICTORIA

**Taylor-6719756984958976-6438894645067776**

### 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? Yeah, hi. This is, uh, Earl Campbell. I, I just started last week with Active Force through a, a plant, Snap-On, and I was needing some of this insurance, I guess, for, for a while, uh, all of this insurance or benefits or whatever you, uh, have. Can I do it online or... Um, let me see. Yes, this would be for the medical insurance I offer. I'm not- Yeah. Let me double check and see if you can do it online. Give me one second. Well, not online, but with you right now. I mean, give you all the information and, and do it- Sure, what's the last- Can I do it that way? Yeah, if, do you know what you're wanting to enroll into specifically? Yeah, yeah. Okay. What's the last- Yeah. ... four of your social? Um, uh, 3834. And your first and last name? Uh, Earl Campbell, and I'm a junior. Okay. Have you received your first check yet? No, I haven't. I only worked, uh, last, uh, two days last week and I should receive that probably Friday. I don't know when they get paid, but yeah, Friday. Probably Friday, it'd be a small one. Okay. Yeah. I just don't have a file for you in the system yet, so I can- All right. ... make one, and then once I get it made, I'll be able to enroll you from there. Okay. Um, do you spell your first name E-A-R-L? Yeah. And what is your last name again? Uh, Campbell. Campbell, uh, like the soup, Campbell. Okay. And your full social. Uh, 364-94-3834. And then date of birth? Uh, February 20th, of, uh, '68. And your mailing address? Uh, 1213 Ledford Street, L-E-D-F-O-R-D Street, in Elizabethton, Tennessee 37643. Okay, let me just make sure I spelled the name of the street correct. It's L-U-D-F-O-R-D? No, it's L- Ledford. L- L-E-D-F-O-R-D, Ledford. L-E-D- Okay. ... F-O-R-D. Yeah. All right. L-E-D-F-O-R-D. Yeah, F-O-R-D, Ledford. I might be pronouncing it wrong. All right. And then, um, the phone number you're calling from, is that the best phone number for you? Yeah, I don't have a home phone, it's just a cell phone number. And then what would be a good email? A good email? Uh, uh, n- navy\_dad\_2001.bahamas@yahoo.com. I know it's a long one. Yeah. Let's see. Okay, give me one second. Oh, okay. Did you get the dot? E-I... Yeah, let me... I'm trying to make your file, give me one second. Okay. Yeah, so I have navy\_dad\_2001.bahamas@yahoo.com? Yeah, that's it. Okay. And what plans are you wanting to enroll into? What plans..... Uh, for the medical, I, I was wanting the, the, the VIP. It's for, uh, employee only. My wife has her own insurance. It's the VIP Classic, the nine-for 19.58, the VIP Classic for the medical. Okay. Uh, yeah. And you want me to tell you the rest or just the- Yeah, just go ahead with, uh, what you're wanting. Okay, I want that. I need the dental for, for single, you know, for just me, 371. And I need the life. That cover, uh, that covers... How much does that cover, the life? Um, in the event of your passing, beneficiary gets 20,000. Okay. I need that, and I need the vision for 215, and I need the accident. Okay. Yeah, that's it. All right. So I have the VIP Classic, dental, term life, vision and the group accident all being for employee only? The what? All the... Say that again, I'm sorry. Uh, you're

just wanting all of those plans for employee only? For employee only, yeah, just me. Okay. Um, so it comes out to a total of \$29.60 that would be deducted from your check weekly. Okay. Can, uh... After I enroll in this, can you make any changes or you can't make no changes until..... maybe a year or something, I don't know. Yeah, so they, they give you 30 days from the date of your first check to get enrolled, make any changes needed. Um, so you'll have that 30-day window. Oh, I have the 30 days if I wanted to make a change. Okay. Mm-hmm. Okay. And then who did you want to name as the beneficiary? Uh, my wife. Mo-Melissa Campbell. All right. Um, so it will take about one to two weeks for the enrollment to be processed through payroll, so you might not- Uh-huh. ... see that first deduction until two weeks from now. Um, once you do, the coverage will start the following Monday. And then- Oh, so it's... Will I get a card in the mail or something then? Yep. I was just about to tell you about that, so once- Oh, okay. I'm sorry. ... the coverage is ac- You're fine. Um, once the coverage is active, it takes typically about seven to 10 business days to get the ID cards. Um, the dental and the vision are gonna be mailed to you, and then the medical is typically emailed to you. So just keep an eye- Okay. ... on your email too. So all this won't come into effect until a coup- it's gonna be at lea- at least a couple of weeks before I can have anything ? Yeah, I would say about one to two... Uh, well, it takes one to two weeks for the enrollment to be processed, and then like I said, the coverage will start the following Monday of your first payroll deduction. Okay. So, would you guys let me know when it's, like, active? That's ? I don't think we send any type of notifications like that, unfortunately. You would just need to keep an eye on your pay stubs for the next one to two weeks. Oh, okay. Okay. Mm-hmm. So when, when the first one comes in the mail, it takes a week after that to be active? No, so whenever you- So- ... see the first deduction being made out of your check- Gotcha. ... it'll start the following Monday. The, the following Monday. Okay, that's what I... Okay, I got it. Yeah, um, did you need help with anything else? No, that, that's all I needed. All righty. I, I think so. Well, you're set on my end. Okay. Thanks for your help. Yes, sir. And have a good day. You too. All right, bye.

## 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: Yeah, hi. This is, uh, Earl Campbell. I, I just started last week with Active Force through a, a plant, Snap-On, and I was needing some of this insurance, I guess, for, for a while, uh, all of this insurance or benefits or whatever you, uh, have. Can I do it online or...

Speaker speaker\_1: Um, let me see. Yes, this would be for the medical insurance I offer. I'm not-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let me double check and see if you can do it online. Give me one second.

Speaker speaker\_2: Well, not online, but with you right now. I mean, give you all the information and, and do it-

Speaker speaker\_1: Sure, what's the last-

Speaker speaker\_2: Can I do it that way?

Speaker speaker\_1: Yeah, if, do you know what you're wanting to enroll into specifically?

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: Okay. What's the last-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... four of your social?

Speaker speaker\_2: Um, uh, 3834.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Earl Campbell, and I'm a junior.

Speaker speaker\_1: Okay. Have you received your first check yet?

Speaker speaker\_2: No, I haven't. I only worked, uh, last, uh, two days last week and I should receive that probably Friday. I don't know when they get paid, but yeah, Friday. Probably Friday, it'd be a small one.

Speaker speaker\_1: Okay. Yeah. I just don't have a file for you in the system yet, so I can-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... make one, and then once I get it made, I'll be able to enroll you from there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, do you spell your first name E-A-R-L?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And what is your last name again?

Speaker speaker\_2: Uh, Campbell. Campbell, uh, like the soup, Campbell.

Speaker speaker\_1: Okay. And your full social.

Speaker speaker\_2: Uh, 364-94-3834.

Speaker speaker\_1: And then date of birth?

Speaker speaker\_2: Uh, February 20th, of, uh, '68.

Speaker speaker\_1: And your mailing address?

Speaker speaker\_2: Uh, 1213 Ledford Street, L-E-D-F-O-R-D Street, in Elizabethton, Tennessee 37643.

Speaker speaker\_1: Okay, let me just make sure I spelled the name of the street correct. It's L-U-D-F-O-R-D?

Speaker speaker\_2: No, it's L- Ledford. L- L-E-D-F-O-R-D, Ledford. L-E-D-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... F-O-R-D. Yeah.

Speaker speaker\_1: All right. L-E-D-F-O-R-D.

Speaker speaker\_2: Yeah, F-O-R-D, Ledford. I might be pronouncing it wrong.

Speaker speaker\_1: All right. And then, um, the phone number you're calling from, is that the best phone number for you?

Speaker speaker\_2: Yeah, I don't have a home phone, it's just a cell phone number.

Speaker speaker\_1: And then what would be a good email?

Speaker speaker\_2: A good email? Uh, uh, n- navy\_dad\_2001.bahamas@yahoo.com. I know it's a long one.

Speaker speaker\_1: Yeah. Let's see. Okay, give me one second.

Speaker speaker\_2: Oh, okay. Did you get the dot?

Speaker speaker\_1: E-I... Yeah, let me... I'm trying to make your file, give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, so I have navy\_dad\_2001.bahamas@yahoo.com?

Speaker speaker\_2: Yeah, that's it.

Speaker speaker\_1: Okay. And what plans are you wanting to enroll into?

Speaker speaker\_2: What plans..... Uh, for the medical, I, I was wanting the, the, the VIP. It's for, uh, employee only. My wife has her own insurance. It's the VIP Classic, the nine- for 19.58, the VIP Classic for the medical.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, yeah. And you want me to tell you the rest or just the-

Speaker speaker\_1: Yeah, just go ahead with, uh, what you're wanting.

Speaker speaker\_2: Okay, I want that. I need the dental for, for single, you know, for just me, 371. And I need the life. That cover, uh, that covers... How much does that cover, the life?

Speaker speaker\_1: Um, in the event of your passing, beneficiary gets 20,000.

Speaker speaker\_2: Okay. I need that, and I need the vision for 215, and I need the accident.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, that's it.

Speaker speaker\_1: All right. So I have the VIP Classic, dental, term life, vision and the group accident all being for employee only?

Speaker speaker\_2: The what? All the... Say that again, I'm sorry.

Speaker speaker\_1: Uh, you're just wanting all of those plans for employee only?

Speaker speaker\_2: For employee only, yeah, just me.

Speaker speaker\_1: Okay. Um, so it comes out to a total of \$29.60 that would be deducted from your check weekly.

Speaker speaker\_2: Okay. Can, uh... After I enroll in this, can you make any changes or you can't make no changes until..... maybe a year or something, I don't know.

Speaker speaker\_1: Yeah, so they, they give you 30 days from the date of your first check to get enrolled, make any changes needed. Um, so you'll have that 30-day window.

Speaker speaker\_2: Oh, I have the 30 days if I wanted to make a change. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then who did you want to name as the beneficiary?

Speaker speaker\_2: Uh, my wife. Mo- Melissa Campbell.

Speaker speaker\_1: All right. Um, so it will take about one to two weeks for the enrollment to be processed through payroll, so you might not-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... see that first deduction until two weeks from now. Um, once you do, the coverage will start the following Monday. And then-

Speaker speaker\_2: Oh, so it's... Will I get a card in the mail or something then?

Speaker speaker\_1: Yep. I was just about to tell you about that, so once-

Speaker speaker\_2: Oh, okay. I'm sorry.

Speaker speaker\_1: ... the coverage is ac- You're fine. Um, once the coverage is active, it takes typically about seven to 10 business days to get the ID cards. Um, the dental and the vision are gonna be mailed to you, and then the medical is typically emailed to you. So just keep an eye-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... on your email too.

Speaker speaker\_2: So all this won't come into effect until a coup- it's gonna be at least a couple of weeks before I can have anything ?

Speaker speaker\_1: Yeah, I would say about one to two... Uh, well, it takes one to two weeks for the enrollment to be processed, and then like I said, the coverage will start the following Monday of your first payroll deduction.

Speaker speaker\_2: Okay. So, would you guys let me know when it's, like, active? That's ?

Speaker speaker\_1: I don't think we send any type of notifications like that, unfortunately. You would just need to keep an eye on your pay stubs for the next one to two weeks.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So when, when the first one comes in the mail, it takes a week after that to be active?

Speaker speaker\_1: No, so whenever you-

Speaker speaker\_2: So-

Speaker speaker\_1: ... see the first deduction being made out of your check-

Speaker speaker\_2: Gotcha.

Speaker speaker\_1: ... it'll start the following Monday.

Speaker speaker\_2: The, the following Monday. Okay, that's what I... Okay, I got it.

Speaker speaker\_1: Yeah, um, did you need help with anything else?

Speaker speaker\_2: No, that, that's all I needed.

Speaker speaker\_1: All righty.

Speaker speaker\_2: I, I think so.

Speaker speaker\_1: Well, you're set on my end.

Speaker speaker\_2: Okay. Thanks for your help.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_2: All right, bye.