

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yes, I got a call from a resource about possible benefits. Okay. Let's see here... Yes, the resource is currently in open enrollment at this time, so if you were looking to enroll in any health insurance benefits, now is the time to do so. Uh, were you looking to enroll? Um, can you just tell me what kind of benefits there are and who the carrier for the health insurance and all that is, and how much basically it would be? Yes, so, um, as far as the benefits available, there are... one moment, about 12 different op- for various things. Uh, three for medical and then benefit, uh, additional benefit options for things like dental, vision, life insurance, uh, short-term disability, um, things like that. As far as carriers, uh, medical is dependent on the plan. It could be either 90 Degree Benefits or American Public Life. Uh, dental is through American Public Life, and then vision is through MetLife. As far as cost- Yeah. ... because there are, uh, there's 12 plans, each with its own associated cost and each with four levels of cost depending on dependents being covered, if, if anything, um, it could be anywhere from only just a couple of dollars to close to, let me see here, if you were to select everything, it could be anywhere from just a couple of dollars to, say, a little over, yeah, over, like about \$120 a week. So, uh, if, if you want to provide me with an email address, I can send you an information packet that kind of goes over all the plans available, gives you an idea of what they, like kind of examples of what they might cover, as well as including the cost for every single plan as, and every single level of cost with dependents as well. Uh, might, might help you kind of figure out what will work out best for you if you wish to enroll. Um, what, when is the deadline for enrollment for those benefits? Uh, January 31st. Okay. You can send me the email and I'll look at it and make a decision. Okay. Um, what is your email address, ma'am? Elena, E-L-E-N-A, Johns, J-O-H-N-S, 625 at gmail.com. All right, I will go ahead and send this information packet on over. This, uh, this will be coming from info@benefitsandacard.com If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, just give that a read through and if you wish to enroll, just give us a call back, we'll help you out. All right, thank you. You're welcome. Anything else? No, that'll be all. All right, thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Yes, I got a call from a resource about possible benefits.

Speaker speaker\_1: Okay. Let's see here... Yes, the resource is currently in open enrollment at this time, so if you were looking to enroll in any health insurance benefits, now is the time to do so. Uh, were you looking to enroll?

Speaker speaker\_2: Um, can you just tell me what kind of benefits there are and who the carrier for the health insurance and all that is, and how much basically it would be?

Speaker speaker\_1: Yes, so, um, as far as the benefits available, there are... one moment, about 12 different op- for various things. Uh, three for medical and then benefit, uh, additional benefit options for things like dental, vision, life insurance, uh, short-term disability, um, things like that. As far as carriers, uh, medical is dependent on the plan. It could be either 90 Degree Benefits or American Public Life. Uh, dental is through American Public Life, and then vision is through MetLife. As far as cost-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... because there are, uh, there's 12 plans, each with its own associated cost and each with four levels of cost depending on dependents being covered, if, if anything, um, it could be anywhere from only just a couple of dollars to close to, let me see here, if you were to select everything, it could be anywhere from just a couple of dollars to, say, a little over, yeah, over, like about \$120 a week. So, uh, if, if you want to provide me with an email address, I can send you an information packet that kind of goes over all the plans available, gives you an idea of what they, like kind of examples of what they might cover, as well as including the cost for every single plan as, and every single level of cost with dependents as well. Uh, might, might help you kind of figure out what will work out best for you if you wish to enroll.

Speaker speaker\_2: Um, what, when is the deadline for enrollment for those benefits?

Speaker speaker\_1: Uh, January 31st.

Speaker speaker\_2: Okay. You can send me the email and I'll look at it and make a decision.

Speaker speaker\_1: Okay. Um, what is your email address, ma'am?

Speaker speaker\_2: Elena, E-L-E-N-A, Johns, J-O-H-N-S, 625 at gmail.com.

Speaker speaker\_1: All right, I will go ahead and send this information packet on over. This, uh, this will be coming from [info@benefitsandacard.com](mailto:info@benefitsandacard.com) If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, just give that a read through and if you wish to enroll, just give us a call back, we'll help you out.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye now.