

## Transcript: Estefania

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### Full Transcript

Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Justin, Justin with Card. How can I help you? Yeah, um, um, um, is this Stephanie? I'm sorry? Is this Verstila? Verstila? Um, I'm not really sure. Uh, how can I help you? Mm-hmm. I'm asking if this is the agency called Verstila? V-E-R-S-T-I-L-A. No, we're the healthcare administrators for them. So, um- Oh. ... if you want to enroll into their healthcare- Okay, okay, okay. That's why... Yeah, that's why I... Yeah, that, that's why I'm calling. Okay. I have a... Um, um, I was referred to, to, uh, Kingston County in Auburn. Okay. So you wanted to enroll? And, um, I'm, I'm, I'm asking if, like, there's a possibility to get insurance. Yeah, that's what I'm asking. So you're trying to enroll? Yeah, in insurance. Can you- Okay, um- ... give me an update, how much will it be? What my contribution- Yes. ... would be like? So I need to, I need to get in your file to give you information, 'cause we do administrate different agencies. Um, what are the last four of your social? 1247. Give me one second. Need an insurance for like three month, because after my probations the company will offer me insurance. Okay. Um, I'm sorry, can you repeat your last four? My social security? Yeah, the last four. 1247. 1-2-4-7. For... 1247? And then can you please verify your first and last name for me? Oh, Justin. Justin with Card. M-O-T-W-E-L-I-I-U-G. Okay. For security purposes, can you verify your address as well as your date of birth? 1105 36th Avenue, City of Tacoma, Washington. 07/15/1970. And then what was that city and state? You said Tacolia, Washington? Auburn. I work in Auburn. Okay. Um, and then I have 206-538-4570 as your phone number. Yeah, 4570. Yeah. Did you know by any chance which you wanted to be enrolled into already? They do offer different medical plans. Did you know the one that you want to be enrolled into already, or did you want me to send you the benefit guide? That benefit guide has the plans that they offer with the prices to those plans and it is weekly deductions- Yes. ... from your payment. Yes, yes. I would appreciate that. Sending the benefit guide to my email. Yeah, so I can look, look, look through them and maybe I can make selection. Yeah. I guess you got my email address too? Are you there? Yes, sir. Is it your last name first name @gmail.com? Yeah, gmail.com. And then do you mind verifying that you received the PDF? Um, it should come from an email that says info@benefitsinacard.com. You just sent it to me? Yes. Let's wait for help- Okay. Info@benefit.com guide, yeah. Okay, and then it looks like if you do decide to enroll, your last day to call and enroll is April the 15th. After April the first... 15th, you would have to wait for the next company open enrollment, which I can check to see what month that is held into. But they do give you 30 days from the day that you receive your first check to give us a call and do your enrollment. Um, but it looks like April 15 is your last day to give us a call. If you pass April the 15th, you would have to wait within the next company open enrollment which is held in December. Um, so as long as you call- Okay, I still will do that. Yes, I will go through the benefit guide, and I will, I will give you a

call tomorrow. Okay, that's fine. And then if you have any questions, you're welcome to give us a call and we'll explain them to you as well. We're open from 8:00 AM- Okay. ... Monday through Friday Eastern time, okay? Okay. Thank you. You're welcome. Have a nice day. Yeah, you too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. This is Justin, Justin with Card.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Yeah, um, um, um, is this Stephanie?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Is this Verstila? Verstila?

Speaker speaker\_0: Um, I'm not really sure. Uh, how can I help you?

Speaker speaker\_1: Mm-hmm. I'm asking if this is the agency called Verstila?  
V-E-R-S-T-I-L-A.

Speaker speaker\_0: No, we're the healthcare administrators for them. So, um-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... if you want to enroll into their healthcare-

Speaker speaker\_1: Okay, okay, okay. That's why... Yeah, that's why I... Yeah, that, that's why I'm calling.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I have a... Um, um, I was referred to, to, uh, Kingston County in Auburn.

Speaker speaker\_0: Okay. So you wanted to enroll?

Speaker speaker\_1: And, um, I'm, I'm, I'm asking if, like, there's a possibility to get insurance.

Speaker speaker\_0: Yeah, that's what I'm asking. So you're trying to enroll?

Speaker speaker\_1: Yeah, in insurance. Can you-

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: ... give me an update, how much will it be? What my contribution-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... would be like?

Speaker speaker\_0: So I need to, I need to get in your file to give you information, 'cause we do administrate different agencies. Um, what are the last four of your social?

Speaker speaker\_1: 1247.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: Need an insurance for like three month, because after my probations the company will offer me insurance.

Speaker speaker\_0: Okay. Um, I'm sorry, can you repeat your last four?

Speaker speaker\_1: My social security?

Speaker speaker\_0: Yeah, the last four.

Speaker speaker\_1: 1247. 1-2-4-7.

Speaker speaker\_0: For... 1247? And then can you please verify your first and last name for me?

Speaker speaker\_1: Oh, Justin. Justin with Card. M-O-T-W-E-L-I-I-U-G.

Speaker speaker\_0: Okay. For security purposes, can you verify your address as well as your date of birth?

Speaker speaker\_1: 1105 36th Avenue, City of Tacoma, Washington. 07/15/1970.

Speaker speaker\_0: And then what was that city and state? You said Tacolia, Washington?

Speaker speaker\_1: Auburn. I work in Auburn.

Speaker speaker\_0: Okay. Um, and then I have 206-538-4570 as your phone number.

Speaker speaker\_1: Yeah, 4570. Yeah.

Speaker speaker\_0: Did you know by any chance which you wanted to be enrolled into already? They do offer different medical plans. Did you know the one that you want to be enrolled into already, or did you want me to send you the benefit guide? That benefit guide has the plans that they offer with the prices to those plans and it is weekly deductions-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... from your payment.

Speaker speaker\_1: Yes, yes. I would appreciate that. Sending the benefit guide to my email. Yeah, so I can look, look, look through them and maybe I can make selection.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I guess you got my email address too? Are you there?

Speaker speaker\_0: Yes, sir. Is it your last name first name @gmail.com?

Speaker speaker\_1: Yeah, gmail.com.

Speaker speaker\_0: And then do you mind verifying that you received the PDF? Um, it should come from an email that says info@benefitsinacard.com.

Speaker speaker\_1: You just sent it to me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Let's wait for help- Okay. Info@benefit.com guide, yeah.

Speaker speaker\_0: Okay, and then it looks like if you do decide to enroll, your last day to call and enroll is April the 15th. After April the first... 15th, you would have to wait for the next company open enrollment, which I can check to see what month that is held into. But they do give you 30 days from the day that you receive your first check to give us a call and do your enrollment. Um, but it looks like April 15 is your last day to give us a call. If you pass April the 15th, you would have to wait within the next company open enrollment which is held in December. Um, so as long as you call-

Speaker speaker\_1: Okay, I still will do that. Yes, I will go through the benefit guide, and I will, I will give you a call tomorrow.

Speaker speaker\_0: Okay, that's fine. And then if you have any questions, you're welcome to give us a call and we'll explain them to you as well. We're open from 8:00 AM-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Monday through Friday Eastern time, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Yeah, you too. Bye-bye.