

## Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hi, I'm not sure exactly, um, what benefits I'm offered and how much it is and whatnot. So I just called in for more information. My name's Amy Crystal Portello with, uh, BGSS Company. Okay, and then what is the last four of your Social? 1095. Okay. And then what was that first name again? Amy Crystal, A-M-Y C-R-Y-S-T-A-L. One word, no hyphen. Okay, and then through security purposes, I do need you to verify your full address as well as your date of birth. Okay, July 10th, 1981. And then it's 2461 Alneez, A-L-N-E-Z Avenue, Apartment 4303, Fort Worth, Texas 76119. Is your phone number still 682-272-0215? 0215, yes. And then I have your first name. Lastname@my.tccp.edu? Mm-hmm. Okay. E-D-U, yeah. That's my email, uh-huh. All right, let's see. And I just have to stay on for a little bit. So you current... So you currently don't have active coverage, but you are eligible to enroll into healthcare benefits, um, through the staffing agency. If you want, I can go ahead and send you that benefit guide here in your email file. What that guide has, it has all the plans that they offer as long as the prices to those plans. And if you want, I can go over the plans with you. Well, um, I'm wondering, if I... 'Cause if I transfer from this BGSS to a, to another location, let's say Oregon, 'cause they have that there too- Mm-hmm. ... would the plans be the same or no? If it's through BGSS... So, um, is it gonna be, like, the same staffing ag- agency? Yeah, yeah. Uh-huh. Okay. So as long as it's- Yeah. Well, let me ask 'cause I'm not 100% sure. Give me one second. Let me verify. Okay. Okay, thank you. Why is Bluetooth connected? I need to find my... Keep my Bluetooth on. I don't want it on. I need to... Oh, there it is. All right. Okay, thank you for your hold. So I just double checked because I wasn't 100% sure, but it wouldn't affect it. Only time it would be affected- It won't? ... is if you left BG. Oh, that's what I was wondering. Okay, um, I don't have time right now to discuss the plans, but will you go ahead and email that to me? And then I pick a plan and call you back? Is that what I'm doing? Y- yes, ma'am. And then I was gonna tell you that they give you 30 days from the day that you receive your first check to enroll. So your deadline- Oh. ... to enroll would be on the 31st of January. Oh, I got a check already? Um, so 30 days from the day- I never got a check. I don't, I don't- So we just go based off the information that, um, that we receive. Okay. So I got mail. That one. I gotta go check my mail. Okay, I'm gonna go check my mail. All right. And I'm gonna call back after that email. Okay. Yes, ma'am. Um, can I put your... Can I send it real quick before I let you go, just so that I'm sure that you did receive it? Yeah. Okay, give me one second. Yeah, definitely. I'm going to do that real quick. Madison, come open up my email on your La- on your Chromebook, please. I gotta verify that I'm getting an email from my medical people. Coming. Thank you. And what is it gonna be from so I can open it, um, anyways? That way I know it's not spam. Mm-hmm. It's gonna say info. It's gonna come from an email that says

info@benefitsinacard.com. Okay, yeah, I'll definitely need to know that's from you versus spam 'cause bene- that sounds just like a spammer. You know what I mean? Yes, ma'am. Open it up and let me look at it. Okay. And that way I have a time and date, and I'll open it right now and verify that I can see it. Mom, can I have a cookie? It's in the mailbox? You can touch, yeah. Go ahead. Can I put these pants here? I gotta find my keys now. Can I put these here? Okay, you gotta put pants on too, dude. And we're not going outside in shorts. So put some sweats on or something. I might have a check in the mail. That's cool. Here. Okay, let me see this. Let me know... And then I just now sent it. Okay, let me see. Let me see what's going on here. Oh, a check, cool. Okay, okay, one minute. That means I gotta check on my purse. 10 seconds. Just, I haven't checked my mail in seven days. Yeah. I've been sick, though. Sorry, I gotta log in. Shit, hold on. I can't hold the phone and do it too, so one minute. Don't bother me right now. I got... I'm doing something. Ah, but, I don't... What? You didn't even... Go put that one away. Go get in there now. Okay, okay, I'm logged in. So let's see what's going on here, folks. Uh, ba, da, da, dum. Oh, benefits guide? Is this it? Yes, ma'am. Mm-hmm. That's the guide. Okie dokie. All right, I got it. Yes, I do. All right, and then just one more thing, you have- I'm gonna fill you... ... till the 31st of January. Your last date is, um, to enroll will be the 31st of January, okay? Okie dokie. I'll give you a call before that. I'll put it on my calendar. All right. Well, I hope you have a great day. Thank you for your time. You too. Oh, exactly. Thank you c- as well. Have a wonderful day. Mm-hmm. Goodbye. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, I'm not sure exactly, um, what benefits I'm offered and how much it is and whatnot. So I just called in for more information. My name's Amy Crystal Portello with, uh, BGSS Company.

Speaker speaker\_0: Okay, and then what is the last four of your Social?

Speaker speaker\_1: 1095.

Speaker speaker\_0: Okay. And then what was that first name again?

Speaker speaker\_1: Amy Crystal, A-M-Y C-R-Y-S-T-A-L. One word, no hyphen.

Speaker speaker\_0: Okay, and then through security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker\_1: Okay, July 10th, 1981. And then it's 2461 Alneez, A-L-N-E-Z Avenue, Apartment 4303, Fort Worth, Texas 76119.

Speaker speaker\_0: Is your phone number still 682-272-0215?

Speaker speaker\_1: 0215, yes.

Speaker speaker\_0: And then I have your first name. Lastname@my.tccp.edu?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay.

Speaker speaker\_1: E-D-U, yeah. That's my email, uh-huh.

Speaker speaker\_0: All right, let's see.

Speaker speaker\_1: And I just have to stay on for a little bit.

Speaker speaker\_0: So you current... So you currently don't have active coverage, but you are eligible to enroll into healthcare benefits, um, through the staffing agency. If you want, I can go ahead and send you that benefit guide here in your email file. What that guide has, it has all the plans that they offer as long as the prices to those plans. And if you want, I can go over the plans with you.

Speaker speaker\_1: Well, um, I'm wondering, if I... 'Cause if I transfer from this BGSS to a, to another location, let's say Oregon, 'cause they have that there too-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... would the plans be the same or no?

Speaker speaker\_0: If it's through BGSS... So, um, is it gonna be, like, the same staffing agency?

Speaker speaker\_1: Yeah, yeah. Uh-huh.

Speaker speaker\_0: Okay. So as long as it's-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Well, let me ask 'cause I'm not 100% sure. Give me one second. Let me verify.

Speaker speaker\_1: Okay. Okay, thank you. Why is Bluetooth connected? I need to find my... Keep my Bluetooth on. I don't want it on. I need to... Oh, there it is. All right.

Speaker speaker\_0: Okay, thank you for your hold. So I just double checked because I wasn't 100% sure, but it wouldn't affect it. Only time it would be affected-

Speaker speaker\_1: It won't?

Speaker speaker\_0: ... is if you left BG.

Speaker speaker\_1: Oh, that's what I was wondering. Okay, um, I don't have time right now to discuss the plans, but will you go ahead and email that to me? And then I pick a plan and call you back? Is that what I'm doing?

Speaker speaker\_0: Y- yes, ma'am. And then I was gonna tell you that they give you 30 days from the day that you receive your first check to enroll. So your deadline-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... to enroll would be on the 31st of January.

Speaker speaker\_1: Oh, I got a check already?

Speaker speaker\_0: Um, so 30 days from the day-

Speaker speaker\_1: I never got a check. I don't, I don't-

Speaker speaker\_0: So we just go based off the information that, um, that we receive.

Speaker speaker\_1: Okay. So I got mail. That one. I gotta go check my mail. Okay, I'm gonna go check my mail. All right. And I'm gonna call back after that email.

Speaker speaker\_0: Okay. Yes, ma'am. Um, can I put your... Can I send it real quick before I let you go, just so that I'm sure that you did receive it?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_1: Yeah, definitely.

Speaker speaker\_0: I'm going to do that real quick.

Speaker speaker\_1: Madison, come open up my email on your La- on your Chromebook, please. I gotta verify that I'm getting an email from my medical people.

Speaker speaker\_2: Coming.

Speaker speaker\_1: Thank you. And what is it gonna be from so I can open it, um, anyways? That way I know it's not spam.

Speaker speaker\_0: Mm-hmm. It's gonna say info. It's gonna come from an email that says info@benefitsinacard.com.

Speaker speaker\_1: Okay, yeah, I'll definitely need to know that's from you versus spam 'cause bene- that sounds just like a spammer. You know what I mean?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Open it up and let me look at it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And that way I have a time and date, and I'll open it right now and verify that I can see it.

Speaker speaker\_2: Mom, can I have a cookie?

Speaker speaker\_1: It's in the mailbox? You can touch, yeah. Go ahead.

Speaker speaker\_2: Can I put these pants here?

Speaker speaker\_1: I gotta find my keys now.

Speaker speaker\_2: Can I put these here?

Speaker speaker\_1: Okay, you gotta put pants on too, dude. And we're not going outside in shorts. So put some sweats on or something. I might have a check in the mail. That's cool.

Speaker speaker\_2: Here.

Speaker speaker\_1: Okay, let me see this. Let me know...

Speaker speaker\_0: And then I just now sent it.

Speaker speaker\_1: Okay, let me see. Let me see what's going on here. Oh, a check, cool. Okay, okay, one minute. That means I gotta check on my purse. 10 seconds. Just, I haven't checked my mail in seven days. Yeah. I've been sick, though. Sorry, I gotta log in. Shit, hold on. I can't hold the phone and do it too, so one minute. Don't bother me right now. I got... I'm doing something. Ah, but, I don't... What? You didn't even... Go put that one away. Go get in there now. Okay, okay, I'm logged in. So let's see what's going on here, folks. Uh, ba, da, da, dum. Oh, benefits guide? Is this it?

Speaker speaker\_0: Yes, ma'am. Mm-hmm. That's the guide.

Speaker speaker\_1: Okie dokie. All right, I got it. Yes, I do.

Speaker speaker\_0: All right, and then just one more thing, you have-

Speaker speaker\_1: I'm gonna fill you...

Speaker speaker\_0: ... till the 31st of January. Your last date is, um, to enroll will be the 31st of January, okay?

Speaker speaker\_1: Okie dokie. I'll give you a call before that. I'll put it on my calendar.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: You too. Oh, exactly. Thank you c- as well. Have a wonderful day. Mm-hmm. Goodbye.

Speaker speaker\_0: Thank you. Bye.