

## Transcript: Estefania

**Acevedo-6334325964095488-5134687080759296**

### 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? Hello. Um, I tried to apply for my benefits for Terra, and every time I try to sign in, it doesn't let me. Okay. If you want, we can do it over the phone. Yeah, 'cause I, I log in, like, through the... Well, I try to log in. I click the link and I try to log in, it doesn't let me, but when I log in through the website, it, it works. So I'm not... I'm not ... Okay. Yeah, I can help you with that. Um, you said you work with Terra, and then what are the last four of your social? 9548. Okay, thank you. And for security purposes, could you please verify your full address as well as your date of birth? 6618 Harrison Street, 1-20-A-98. What was that city and state? Tucson, Arizona. Okay, thank you. Is 602-576-3006 your phone number still? What is it? Um, 602-576-3006? Yes. Okay, thank you. And then I have gioort461@gmail.com. Is that still up to date? Yeah. Okay, thank you. All right. Did you know already what you want to enroll into, or, um, did you have some questions? I'm not sure. They just told me I had to enroll in my benefits before, uh, before the 30th? So yesterday. Okay. So right now, you're in your personal open enrollment period. They give you 30 days from the day that you received your first check to enroll. So, it looks like your last day to enroll... Give me one second. Let me check.... will be on the 8th. So next Friday. Oh. But if you want, we can go ahead and do your enrollment right now if you are interested. Um, how long does it usually take? 'Cause I'm, I'm on lunch right now. Um, do you know already what you're gonna enroll into? If you know already, it's gonna be pretty quick. But if you don't and you want me to explain everything, it might take a minute 'cause I would have to go over all the plans. Okay, um, what time do you guys close? So we're open from 8:00 AM up until 8:00 PM Eastern Time. So you're in Arizona right now, and we're in South Carolina. Which right now... What time is it where you guys? So it's 3:25 here. Oh, God. Sorry about that. Do you guys close, like, uh, 5:00 Central Time? I believe so, 'cause, um, it's 3:25 right now. I'm not sure what time it, it might be over there. Yeah. It's almost 3:30. It's, uh, 12:25 over here. Okay. And I get out at... So there's a three-hour difference. Oh, okay. Yeah. And we- I, I won't be out of work then. Okay. Um, like I said, again, we're open from 8:00 AM up until 8:00 PM Eastern Time. So I don't know if you wish to call a little earlier, maybe tomorrow, and we're open Monday to Friday, or whenever you have a chance. If you wish, I can go ahead and send you... If you don't have time right now for me to explain the plans to you, I can go ahead and send you the benefit guide, um, to that e-mail in file, which has all the plans and their prices. And on your free time, you're welcome to look over it and if you have questions at the time that you wanna enroll, you could give us a call and we could go over it. Um, but if you wish, I can send you that guide to your email and it... And it's literally... It, it's a summary of all the plans and their services and how much the price would be if you were to select them. Okay. Yeah, can you do that? And, um, if anything, could I apply on- online? Um, I believe

only, uh, via phone call or when you're filling out your form. Okay. Yeah, 'cause I, I work at... I come in at 7:00. So I'll be... Oh, okay. Yeah, no, I work basically when you guys are open. So, um, so yeah, like, I can send you the benefit guide and then, like, on your free time, you're welcome to look over it. And then if you do know- Can you send me that? Yeah, I- Then I'll try to find time to call you back. I went ahead... Um, I'm about to send it right now. Before I let you go, do you mind verifying if you have received it just so that I'm sure that you got it? Give me one second. I'm almost done sending it. Okay. I went ahead and sent it to your email file. It should be coming from an email that says info@benefitsinacard.com. And then if you don't see it, I will check your junk and spam file. Okay, I got it. All right. Um, did you have any more questions for me before I let you go? So those have all the plans- Uh... .. and their prices, if you were to select them. Um, and then it tells you what it covers and what it doesn't as well. Uh, I don't think so. Not yet. So you haven't received it? Yeah, I got it. Okay. I will go over and I'll give you guys a call back. Okay. Thank you for your time. Have a nice day. Thank you. You too. Bye-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: Hello. Um, I tried to apply for my benefits for Terra, and every time I try to sign in, it doesn't let me.

Speaker speaker\_0: Okay. If you want, we can do it over the phone.

Speaker speaker\_1: Yeah, 'cause I, I log in, like, through the... Well, I try to log in. I click the link and I try to log in, it doesn't let me, but when I log in through the website, it, it works. So I'm not... I'm not ...

Speaker speaker\_0: Okay. Yeah, I can help you with that. Um, you said you work with Terra, and then what are the last four of your social?

Speaker speaker\_1: 9548.

Speaker speaker\_0: Okay, thank you. And for security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_1: 6618 Harrison Street, 1-20-A-98.

Speaker speaker\_0: What was that city and state?

Speaker speaker\_1: Tucson, Arizona.

Speaker speaker\_0: Okay, thank you. Is 602-576-3006 your phone number still?

Speaker speaker\_1: What is it?

Speaker speaker\_0: Um, 602-576-3006?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. And then I have gioort461@gmail.com. Is that still up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, thank you. All right. Did you know already what you want to enroll into, or, um, did you have some questions?

Speaker speaker\_1: I'm not sure. They just told me I had to enroll in my benefits before, uh, before the 30th? So yesterday.

Speaker speaker\_0: Okay. So right now, you're in your personal open enrollment period. They give you 30 days from the day that you received your first check to enroll. So, it looks like your last day to enroll... Give me one second. Let me check.... will be on the 8th. So next Friday.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But if you want, we can go ahead and do your enrollment right now if you are interested.

Speaker speaker\_1: Um, how long does it usually take? 'Cause I'm, I'm on lunch right now.

Speaker speaker\_0: Um, do you know already what you're gonna enroll into? If you know already, it's gonna be pretty quick. But if you don't and you want me to explain everything, it might take a minute 'cause I would have to go over all the plans.

Speaker speaker\_1: Okay, um, what time do you guys close?

Speaker speaker\_0: So we're open from 8:00 AM up until 8:00 PM Eastern Time. So you're in Arizona right now, and we're in South Carolina. Which right now...

Speaker speaker\_1: What time is it where you guys?

Speaker speaker\_0: So it's 3:25 here.

Speaker speaker\_1: Oh, God. Sorry about that. Do you guys close, like, uh, 5:00 Central Time?

Speaker speaker\_0: I believe so, 'cause, um, it's 3:25 right now. I'm not sure what time it, it might be over there.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: It's almost 3:30.

Speaker speaker\_1: It's, uh, 12:25 over here.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I get out at...

Speaker speaker\_0: So there's a three-hour difference.

Speaker speaker\_1: Oh, okay. Yeah.

Speaker speaker\_0: And we-

Speaker speaker\_1: I, I won't be out of work then.

Speaker speaker\_0: Okay. Um, like I said, again, we're open from 8:00 AM up until 8:00 PM Eastern Time. So I don't know if you wish to call a little earlier, maybe tomorrow, and we're open Monday to Friday, or whenever you have a chance. If you wish, I can go ahead and send you... If you don't have time right now for me to explain the plans to you, I can go ahead and send you the benefit guide, um, to that e-mail in file, which has all the plans and their prices. And on your free time, you're welcome to look over it and if you have questions at the time that you wanna enroll, you could give us a call and we could go over it. Um, but if you wish, I can send you that guide to your email and it... And it's literally... It, it's a summary of all the plans and their services and how much the price would be if you were to select them.

Speaker speaker\_1: Okay. Yeah, can you do that? And, um, if anything, could I apply on-online?

Speaker speaker\_0: Um, I believe only, uh, via phone call or when you're filling out your form.

Speaker speaker\_1: Okay. Yeah, 'cause I, I work at... I come in at 7:00. So I'll be...

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Yeah, no, I work basically when you guys are open.

Speaker speaker\_0: So, um, so yeah, like, I can send you the benefit guide and then, like, on your free time, you're welcome to look over it. And then if you do know-

Speaker speaker\_1: Can you send me that?

Speaker speaker\_0: Yeah, I-

Speaker speaker\_1: Then I'll try to find time to call you back.

Speaker speaker\_0: I went ahead... Um, I'm about to send it right now. Before I let you go, do you mind verifying if you have received it just so that I'm sure that you got it? Give me one second. I'm almost done sending it. Okay. I went ahead and sent it to your email file. It should be coming from an email that says info@benefitsinacard.com. And then if you don't see it, I will check your junk and spam file.

Speaker speaker\_1: Okay, I got it.

Speaker speaker\_0: All right. Um, did you have any more questions for me before I let you go? So those have all the plans-

Speaker speaker\_1: Uh...

Speaker speaker\_0: ... and their prices, if you were to select them. Um, and then it tells you what it covers and what it doesn't as well.

Speaker speaker\_1: Uh, I don't think so. Not yet.

Speaker speaker\_0: So you haven't received it?

Speaker speaker\_1: Yeah, I got it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I will go over and I'll give you guys a call back.

Speaker speaker\_0: Okay. Thank you for your time. Have a nice day.

Speaker speaker\_1: Thank you. You too. Bye-bye.