

Transcript: Estefania

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Full Transcript

Hello? This call may be monitored or recorded for quality assurance purposes. Hello? Hey. Good morning. I'm calling from Benefits in a Card on behalf of the WorkSource. I'm looking to speak with Mr. Aaron. Yes, ma'am. This is me. Hey. Good morning, um, we- Sure. ... did an enrollment for you for your dental plan and your VIP+ plan. Um, I was actually gonna call you to notify you that your staffing agency offers vision for free for employees. Oh. Um, so we went ahead and added that to your plan, because vision, as long as you're enrolled into something else, they cover vision for their employees. Oh, oh, okay. Wow. I'm still waiting to start. They're, they're trying to find me a, um... They only have third shift available right now, and I have to have a morning shift, so we're just waiting. But I called to check- Gotcha. ... in with them every day, and I should be starting work soon. Right now- Okay, that's fine. ... I'm currently working for FedEx, but I'll be quitting there once I get a job. Gotcha. So I was just calling to let you know that you're gonna have dental, vision, and your VIP+, and it's gonna be at the same cost that I told you, um... Okay. ... last week. So it's still gonna be \$35.35, but it's gonna include vision for free. So you're actually- Sounds good. ... gonna be getting your dental card, vision card in it first, and then remember, once you become active, if you do want your medical card physically, you're welcome to give this call... this number a call that first Monday of the activation week, and we'll go ahead and put a request for it. All right. Sounds great. All right. Well, I hope you have a great day. Thank you. You too. Thank you. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hello?

Speaker speaker_2: Hey. Good morning. I'm calling from Benefits in a Card on behalf of the WorkSource. I'm looking to speak with Mr. Aaron.

Speaker speaker_0: Yes, ma'am. This is me.

Speaker speaker_2: Hey. Good morning, um, we-

Speaker speaker_0: Sure.

Speaker speaker_2: ... did an enrollment for you for your dental plan and your VIP+ plan. Um, I was actually gonna call you to notify you that your staffing agency offers vision for free for employees.

Speaker speaker_0: Oh.

Speaker speaker_2: Um, so we went ahead and added that to your plan, because vision, as long as you're enrolled into something else, they cover vision for their employees.

Speaker speaker_0: Oh, oh, okay. Wow. I'm still waiting to start. They're, they're trying to find me a, um... They only have third shift available right now, and I have to have a morning shift, so we're just waiting. But I called to check-

Speaker speaker_2: Gotcha.

Speaker speaker_0: ... in with them every day, and I should be starting work soon. Right now-

Speaker speaker_2: Okay, that's fine.

Speaker speaker_0: ... I'm currently working for FedEx, but I'll be quitting there once I get a job.

Speaker speaker_2: Gotcha. So I was just calling to let you know that you're gonna have dental, vision, and your VIP+, and it's gonna be at the same cost that I told you, um...

Speaker speaker_0: Okay.

Speaker speaker_2: ... last week. So it's still gonna be \$35.35, but it's gonna include vision for free. So you're actually-

Speaker speaker_0: Sounds good.

Speaker speaker_2: ... gonna be getting your dental card, vision card in it first, and then remember, once you become active, if you do want your medical card physically, you're welcome to give this call... this number a call that first Monday of the activation week, and we'll go ahead and put a request for it.

Speaker speaker_0: All right. Sounds great.

Speaker speaker_2: All right. Well, I hope you have a great day.

Speaker speaker_0: Thank you. You too.

Speaker speaker_2: Thank you.

Speaker speaker_0: Mm-hmm. Bye-bye.