

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yeah. Good afternoon. This is Hailu. Um, I'm sorry. Today I was calling but my phone no working. You know, I, I receiving the text message is if the benefit is going to be Friday, the last day. Can you help me? How can I apply it? This is- What shopping company do you work with? Yes, ma'am, I heard you. H- What shopping company do you work with? More or Less Group. What are the last four of your Social? 4120. And your last name, please? H-A, H-A-I-L-U. Please verify your mailing address and date of birth. Okay, um, yeah. Email address, m.hail, hail, h... no, m.hailman@yahoo.com. Uh, 1973, uh, 25, December 12th. And may I ask for your mailing address? The mailing address, I have like 5231 Woodrock Drive Apartment C. But, uh, I have mailbox. Can I change that one? Sure thing, ma'am. Go ahead. Okay. Sorry, because it's my break time that's why. Yeah. Hello? Hello? Yes, ma'am. Yes, ma'am. Yes. Yeah, P.O. Box 68269, uh, Indianapolis, 46268. May I have your phone number down as 752-7227? Exactly. Yes. Are you a team lead or a regular employee? A regular employer. All right. Do you know which benefits plans you would like to be enrolled into? Because, you know, like my Medicare, they denied to me. Uh, I was applying last ... 'cause of this FSS. They told me I'm working and I make money, so... I don't know, uh, which plan do you have? Do you have like, Medicare? What does they have? Medicare is only provided by the government. These will be health insurance PPO limited plans. They offer medical plans, PreRx membership for your medications, a virtual primary care plan, dental, short-term disability, term life which is your life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, and IDx Protection, which is an identity theft protection plan. Mm-hmm. Okay. So, uh, this one, uh, I pay monthly or by year? Yeah, so it's okay this one, yeah? It's actually going to be a weekly deduction, ma'am. All deductions go by the frequency that you get paid, so it will be weekly deductions per paycheck. Oh. So, one part? I'm sorry? Like, uh, I don't know, like, uh... So, uh, can I call you tomorrow, uh, with my brother because he know very well about this one, which one is choose for me. He can help in English too. Of course. Yes? Yes, ma'am. Let's see. Okay. So you have all the way to this Friday 31st to make this enrollment. Um, we are going to be here 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. If you would like- Mm-hmm. ... I can also send you a copy of the benefit guide to review- Mm-hmm. ... with me first before you call back in to enroll. Okay, that's great. Okay, you send me email? Yes, ma'am. Okay. All right. And I'll put a note in your account as well in regards to this. Yeah, and, uh... Okay, and then it's going to be coming in from our office email which is info@benefitsinacard.com, and it will be titled Benefit Guide. Oh, okay. Okay. All right. Now aside from that was there anything else that we can assist you with today? Thank you so much. So I see this one day and then I'm calling you tomorrow before 12:00 PM. I'm sorry because that was my, um, is my break time. No, that's okay. Um, yeah,

you can call us at any time before 8:00 PM Eastern Time. Okay, okay, okay. Thank you so much. Okay. Of course. Was there anything else- Okay. ... we can assist you with today? Just, uh, it's okay this one. Thank you so much. I'll call you tomorrow. Bye-bye. My pleasure. Okay. Have a wonderful rest of your day. All right. Bye. Have a nice day. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah. Good afternoon. This is Hailu. Um, I'm sorry. Today I was calling but my phone no working. You know, I, I receiving the text message is if the benefit is going to be Friday, the last day. Can you help me? How can I apply it? This is-

Speaker speaker_0: What shopping company do you work with? Yes, ma'am, I heard you.

Speaker speaker_1: H-

Speaker speaker_0: What shopping company do you work with?

Speaker speaker_1: More or Less Group.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 4120.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: H-A, H-A-I-L-U.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Okay, um, yeah. Email address, m.hail, hail, h... no, m.hailman@yahoo.com. Uh, 1973, uh, 25, December 12th.

Speaker speaker_0: And may I ask for your mailing address?

Speaker speaker_1: The mailing address, I have like 5231 Woodrock Drive Apartment C. But, uh, I have mailbox. Can I change that one?

Speaker speaker_0: Sure thing, ma'am. Go ahead.

Speaker speaker_1: Okay. Sorry, because it's my break time that's why. Yeah. Hello? Hello?

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Yes. Yeah, P.O. Box 68269, uh, Indianapolis, 46268.

Speaker speaker_0: May I have your phone number down as 752-7227?

Speaker speaker_1: Exactly. Yes.

Speaker speaker_0: Are you a team lead or a regular employee?

Speaker speaker_1: A regular employer.

Speaker speaker_0: All right. Do you know which benefits plans you would like to be enrolled into?

Speaker speaker_1: Because, you know, like my Medicare, they denied to me. Uh, I was applying last ... 'cause of this FSS. They told me I'm working and I make money, so... I don't know, uh, which plan do you have? Do you have like, Medicare? What does they have?

Speaker speaker_0: Medicare is only provided by the government. These will be health insurance PPO limited plans. They offer medical plans, PreRx membership for your medications, a virtual primary care plan, dental, short-term disability, term life which is your life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, and IDx Protection, which is an identity theft protection plan.

Speaker speaker_1: Mm-hmm. Okay. So, uh, this one, uh, I pay monthly or by year? Yeah, so it's okay this one, yeah?

Speaker speaker_0: It's actually going to be a weekly deduction, ma'am. All deductions go by the frequency that you get paid, so it will be weekly deductions per paycheck.

Speaker speaker_1: Oh. So, one part?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Like, uh, I don't know, like, uh... So, uh, can I call you tomorrow, uh, with my brother because he know very well about this one, which one is choose for me. He can help in English too.

Speaker speaker_0: Of course.

Speaker speaker_1: Yes?

Speaker speaker_0: Yes, ma'am. Let's see.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have all the way to this Friday 31st to make this enrollment. Um, we are going to be here 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. If you would like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I can also send you a copy of the benefit guide to review-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... with me first before you call back in to enroll.

Speaker speaker_1: Okay, that's great. Okay, you send me email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And I'll put a note in your account as well in regards to this.

Speaker speaker_1: Yeah, and, uh...

Speaker speaker_0: Okay, and then it's going to be coming in from our office email which is info@benefitsinacard.com, and it will be titled Benefit Guide.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: All right. Now aside from that was there anything else that we can assist you with today?

Speaker speaker_1: Thank you so much. So I see this one day and then I'm calling you tomorrow before 12:00 PM. I'm sorry because that was my, um, is my break time.

Speaker speaker_0: No, that's okay. Um, yeah, you can call us at any time before 8:00 PM Eastern Time.

Speaker speaker_1: Okay, okay, okay. Thank you so much. Okay.

Speaker speaker_0: Of course. Was there anything else-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we can assist you with today?

Speaker speaker_1: Just, uh, it's okay this one. Thank you so much. I'll call you tomorrow. Bye-bye.

Speaker speaker_0: My pleasure.

Speaker speaker_1: Okay.

Speaker speaker_0: Have a wonderful rest of your day.

Speaker speaker_1: All right. Bye. Have a nice day. Thanks. Bye.