

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, good morning, Jessica. How are you? Yes, sir, how can we help you? Morning. Morning. So this is ... speaking. Uh, I'm in contact with, uh, OxyContin Support Global and I'm looking for, uh, medical insurance or health insurance for me and my family. Can you hear me? Just trying to see, just trying to see if you're eligible. What are the last four of your Social? Uh, two, eight, three, seven. And your last name, please? Ib Huff. Please verify your mailing address and date of birth. It's 11017 Four Points Drive, Austin, Texas 78726, apartment 4301. We have a best phone number to reach you down as 987-4881. Correct. And we have your email down as A-B-U-B-K-R-2-2-2@gmail.com? Yes. All right. Let me place you in a quick hold while I check to see if you're eligible. Be right back, okay? Okay. Thank you. Thank you for holding, sir. So your company doesn't- Okay. ... start their company open enrollment period till tomorrow, December 4th. Okay. But like I can give you the information for the plans, but I can't process an enrollment at the moment till tomorrow. Okay? Oh, it will open tomorrow? Yes. You have to call tomorrow for them to process the enrollment. So if you like, I can give you the plan's information today, but you have to call tomorrow for there to process it, for there to put it into the system. Okay. Can you share this through email? Yes, sir. I can send it to your email. Yes, please. Thank you. I appreciate it. Of course. And you said you're putting your whole family. That will be your sp- your wife and your kids, correct? Exactly. Okay. So when you look at the benefit guide, the prize that you're going to look for is the one that's labeled as family and those deductions are going to be per paycheck. Okay? All right. Appreciate it. Of course. And then just make sure that any kids that you're putting into it have to be 25 or younger, 'cause once they reach 26 they're not eligible to be your dependent on the... Okay? Okay. Okay. All right. And then the email I send you will have our phone number and our hours of operation as well. All right. Thank you. Appreciate it. Of course. We're looking forward to hearing from you tomorrow. We're gonna be open from 8:00 AM to 8:00 PM Eastern Time. All right. Have a good day. Thank you. You too have a wonderful rest of your day. Thank you. Appreciate it. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, good morning, Jessica. How are you?

Speaker speaker_1: Yes, sir, how can we help you?

Speaker speaker_2: Morning.

Speaker speaker_1: Morning.

Speaker speaker_2: So this is ... speaking. Uh, I'm in contact with, uh, OxyContin Support Global and I'm looking for, uh, medical insurance or health insurance for me and my family. Can you hear me?

Speaker speaker_1: Just trying to see, just trying to see if you're eligible. What are the last four of your Social?

Speaker speaker_2: Uh, two, eight, three, seven.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Ibnuff.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: It's 11017 Four Points Drive, Austin, Texas 78726, apartment 4301.

Speaker speaker_1: We have a best phone number to reach you down as 987-4881.

Speaker speaker_2: Correct.

Speaker speaker_1: And we have your email down as A-B-U-B-K-R-2-2-2@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Let me place you in a quick hold while I check to see if you're eligible. Be right back, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Thank you for holding, sir. So your company doesn't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... start their company open enrollment period till tomorrow, December 4th.

Speaker speaker_2: Okay.

Speaker speaker_1: But like I can give you the information for the plans, but I can't process an enrollment at the moment till tomorrow. Okay?

Speaker speaker_2: Oh, it will open tomorrow?

Speaker speaker_1: Yes. You have to call tomorrow for them to process the enrollment. So if you like, I can give you the plan's information today, but you have to call tomorrow for there to process it, for there to put it into the system.

Speaker speaker_2: Okay. Can you share this through email?

Speaker speaker_1: Yes, sir. I can send it to your email.

Speaker speaker_2: Yes, please. Thank you. I appreciate it.

Speaker speaker_1: Of course. And you said you're putting your whole family. That will be your sp- your wife and your kids, correct?

Speaker speaker_2: Exactly.

Speaker speaker_1: Okay. So when you look at the benefit guide, the prize that you're going to look for is the one that's labeled as family and those deductions are going to be per paycheck. Okay?

Speaker speaker_2: All right. Appreciate it.

Speaker speaker_1: Of course. And then just make sure that any kids that you're putting into it have to be 25 or younger, 'cause once they reach 26 they're not eligible to be your dependent on the... Okay?

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. And then the email I send you will have our phone number and our hours of operation as well.

Speaker speaker_2: All right. Thank you. Appreciate it.

Speaker speaker_1: Of course. We're looking forward to hearing from you tomorrow. We're gonna be open from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: All right. Have a good day.

Speaker speaker_1: Thank you. You too have a wonderful rest of your day.

Speaker speaker_2: Thank you. Appreciate it.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.