

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? I don't know. You guys, um, just called... text me and said that, uh, because I'm working for Man Cam, I could get benefits. So actually, Man Cam was the one that sent that over, their system did. The reason why our phone number was the one in there is 'cause we're the administrators for the health benefits. So that text message more than likely means that currently you're within your personal enrollment period and are eligible to enroll into their health coverage if you wish to. And what's that cost? It all depends on the plan that you select, as well as whether or not you're putting a dependent, as their benefits are all individual. They don't have anything that comes in a package. Okay. So, what do I have to do? Um, in what sense, sir? Like, what is the enrollment process or for more ex- explanation about those plans? Sorry. Um, I don't know. Enrollment, I guess. Okay. Let's locate your account. What are the last four of your Social and your last name, please? 3430, and last name is Spengler, S-P-E-N-G-L-E-R. Can you please verify your mailing address and date of birth to make sure we have the right account in front of us? Sir? Mr. Jason, can you hear me? Hello, sir, can you hear me?

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: I don't know. You guys, um, just called... text me and said that, uh, because I'm working for Man Cam, I could get benefits.

Speaker speaker_0: So actually, Man Cam was the one that sent that over, their system did. The reason why our phone number was the one in there is 'cause we're the administrators for the health benefits. So that text message more than likely means that currently you're within your personal enrollment period and are eligible to enroll into their health coverage if you wish to.

Speaker speaker_1: And what's that cost?

Speaker speaker_0: It all depends on the plan that you select, as well as whether or not you're putting a dependent, as their benefits are all individual. They don't have anything that comes in a package.

Speaker speaker_1: Okay. So, what do I have to do?

Speaker speaker_0: Um, in what sense, sir? Like, what is the enrollment process or for more ex- explanation about those plans? Sorry.

Speaker speaker_1: Um, I don't know. Enrollment, I guess.

Speaker speaker_0: Okay. Let's locate your account. What are the last four of your Social and your last name, please?

Speaker speaker_1: 3430, and last name is Spengler, S-P-E-N-G-L-E-R.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure we have the right account in front of us? Sir? Mr. Jason, can you hear me? Hello, sir, can you hear me?