

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10 0 Clima. My name is Francesca. How can I assist you today? Um, hi. I have a, uh, question about my limited benefit hospital indemnity plan and possibly upgrading that to, uh, w- whatever the higher one is. And what staffing company do you work with? Oxford. What are the last four of your Social? 7532. Please verify your mailing address and your date of birth. Uh, the mailing address on file is probably 1650 Whatman Avenue, Stockton, California. Date of birth is March 7th, '92. We have the best phone number to reach you down as 209-209- 627-367. 60- That one, yep. Correct. And we have your email down as alexirwin8@gmail.com? Yep. Okay, what questions did you have in regards to your current plan? Um, I guess how much more is the, uh... What, what... I forget what the next level up is called, and what are the differences between that and the current limited one I have? Okay. So Intro Plus Enhanced will be the next tier on the benefit plan you have, which is Intro Plus Basic. It is \$7.17 more than the current one. And the only difference between the two will be the fact that for daily hospital confinements, instead of \$50 with your current one, you'll have coverage of \$100 per day with the enhanced. For intensive care or coronary care unit, instead of having 200 per day coverage with your current plan, you'll have 400 per day coverage with the enhanced. The only other two differences will be the annual first occurrence hospital. Your current plan covers you at \$500. The enhanced will cover you at \$8,500. And then the surgical benefit on your current plan is up to \$1,000, and on the enhanced it's up to \$2,000. Aside from that, everything else is the same. Okay. I'll just leave it as is then. Thank you. That'll be it. Of course. Was there anything else I can help you with today? No. Thank you. Have a good day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit 10 0 Clima. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, hi. I have a, uh, question about my limited benefit hospital indemnity plan and possibly upgrading that to, uh, w- whatever the higher one is.

Speaker speaker_1: And what staffing company do you work with?

Speaker speaker_2: Oxford.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7532.

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

Speaker speaker_2: Uh, the mailing address on file is probably 1650 Whatman Avenue, Stockton, California. Date of birth is March 7th, '92.

Speaker speaker_1: We have the best phone number to reach you down as 209-

Speaker speaker_2: 209-

Speaker speaker_1: -627-367.

Speaker speaker_2: 60- That one, yep. Correct.

Speaker speaker_1: And we have your email down as alexirwin8@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, what questions did you have in regards to your current plan?

Speaker speaker_2: Um, I guess how much more is the, uh... What, what... I forget what the next level up is called, and what are the differences between that and the current limited one I have?

Speaker speaker_1: Okay. So Intro Plus Enhanced will be the next tier on the benefit plan you have, which is Intro Plus Basic. It is \$7.17 more than the current one. And the only difference between the two will be the fact that for daily hospital confinements, instead of \$50 with your current one, you'll have coverage of \$100 per day with the enhanced. For intensive care or coronary care unit, instead of having 200 per day coverage with your current plan, you'll have 400 per day coverage with the enhanced. The only other two differences will be the annual first occurrence hospital. Your current plan covers you at \$500. The enhanced will cover you at \$8,500. And then the surgical benefit on your current plan is up to \$1,000, and on the enhanced it's up to \$2,000. Aside from that, everything else is the same.

Speaker speaker_2: Okay. I'll just leave it as is then. Thank you. That'll be it.

Speaker speaker_1: Of course. Was there anything else I can help you with today?

Speaker speaker_2: No. Thank you. Have a good day.

Speaker speaker_1: Thank you. You too.