

Transcript: Justin

Mills-5318259382468608-5011917568524288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Josiah. Um, I am a new employee for ATC and I was interested in enrolling in benefits. Okay. So, ATC, what's the last four of your social so I can pull your file for you? It's 3912. And what was your last name, Josiah? Nava, N-A-V-A. And for security purposes, can you verify your home address, including city, state and zip code? Yes. It's gonna be 7469 Los Feliz Drive, Highland, California 92346. And your date of birth? May 25th, 1995. And a good telephone number has 909-855-6049. That's correct. And the email has josiahjnova at gmail? Yes. Okay. And what did you want to be enrolled into? Um, I was in, interested in just, like, the, um, health insurance and, uh, uh, vision also. Okay, so let's see. So, I do know that ATC, they offer four different medical plans. One of them just covers preventative healthcare services at \$16.05 per week. Two of them, the VIP plans cover hospitals, doctors and medications. The only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Those range from \$31.71 to \$43.41. And then the last medical plan is the MDC Enhanced, which is a combination of both preventative, plus hospital, doctor and medication coverage at \$43.81 per week. Okay. I think I would like the, um, the combined one. But is it, um, is it possible you could just send me that through email? Yeah. Um, were you wanting a benefit guide to look over first? Uh, yeah. Uh, yeah, that's, uh, possible. I just, uh, for right now I was just calling mainly for, um, um, information about it, um, because- Sure. ... I, I do... I am on, I'm on break right now and, um, uh, I wouldn't want to rush anything. Totally. Uh, but yeah, uh, if I could get the benefit guide first and, uh, send it through email, um, that'd be great. Okay. Um, so I'll go ahead and email you a copy of a benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? Okay. Sounds good. Thank you so much. You're welcome. Is there anything else I could help you out with today? Uh, no, that was it. Thank you. You're welcome. You have a great day, okay? All right. You too. 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 Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. This is Josiah. Um, I am a new employee for ATC and I was interested in enrolling in benefits.

Speaker speaker_1: Okay. So, ATC, what's the last four of your social so I can pull your file for you?

Speaker speaker_2: It's 3912.

Speaker speaker_1: And what was your last name, Josiah?

Speaker speaker_2: Nava, N-A-V-A.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Yes. It's gonna be 7469 Los Feliz Drive, Highland, California 92346.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 25th, 1995.

Speaker speaker_1: And a good telephone number has 909-855-6049.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email has josiahjnova at gmail?

Speaker speaker_2: Yes. Okay.

Speaker speaker_1: And what did you want to be enrolled into?

Speaker speaker_2: Um, I was in, interested in just, like, the, um, health insurance and, uh, uh, vision also.

Speaker speaker_1: Okay, so let's see. So, I do know that ATC, they offer four different medical plans. One of them just covers preventative healthcare services at \$16.05 per week. Two of them, the VIP plans cover hospitals, doctors and medications. The only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Those range from \$31.71 to \$43.41. And then the last medical plan is the MDC Enhanced, which is a combination of both preventative, plus hospital, doctor and medication coverage at \$43.81 per week.

Speaker speaker_2: Okay. I think I would like the, um, the combined one. But is it, um, is it possible you could just send me that through email?

Speaker speaker_1: Yeah. Um, were you wanting a benefit guide to look over first?

Speaker speaker_2: Uh, yeah. Uh, yeah, that's, uh, possible. I just, uh, for right now I was just calling mainly for, um, um, information about it, um, because-

Speaker speaker_1: Sure.

Speaker speaker_2: ... I, I do... I am on, I'm on break right now and, um, uh, I wouldn't want to rush anything.

Speaker speaker_1: Totally.

Speaker speaker_2: Uh, but yeah, uh, if I could get the benefit guide first and, uh, send it through email, um, that'd be great.

Speaker speaker_1: Okay. Um, so I'll go ahead and email you a copy of a benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_2: Okay. Sounds good. Thank you so much.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, that was it. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: Bye-bye.