

Transcript: Justin

Mills-6007388716974080-5180444823830528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yes. Um, I was sent a email to enroll in health benefits at Hamilton/Rikers. Yeah. The email that you've received was just a courtesy reminder letting you know that Hamilton/Rikers started their company open enrollment period today. So, you have the option to make changes to your coverage, cancel benefits, or enroll in the benefits. However, I can pull your file for you to confirm if you are enrolled with benefits or not. Yes, sir. Could you do that for me? Yeah. So, Hamilton/Rikers, what's the last four of your Social? 6855. And what was your first and last name? Demontez Montgomery. And for security purposes, could you verify the home address, including city, state and zip code, Demontez? Um, 10012 Partner Lane, Aberdeen, Mississippi 39730. And your confirmation date of birth? July 2nd, 2004. And I guess our phone number have is 662-319-0858. Yes, sir. And the email I have is demontez.montgomery@icloud... Yes, sir. Okay. So, looking at the file, it looks like you are currently enrolled into the VIP Standard, which is your medical plan, dental, term life vision, group accident, the MEC TeleRx, which is another medical plan, and ID Experts, all for employee only. Um, looks like you have future coverage 'cause it looks like everything's gonna roll over automatically. Um, did you want to make any changes to the coverage? Um... Let me see. I really don't... Would there be any charges for any of those? Um, so your total premium's \$42.66 a week. Okay. Okay. Um, okay. And I am enroll- enrolled in what again, sir? So, you have the VIP Standard which covers hospitals, doctors and medications, so a medical plan, dental, term life, which is life insurance, vision, group accident, the MEC TeleRx which covers preventative healthcare services, and ID Experts, all for employee only. So, coverage for yourself. All right. Thank you, sir. You're welcome. Is there anything else I can help you out with today? No, sir. Awesome. Well, you have a wonderful day, okay? All right. You also. All right. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes. Um, I was sent a email to enroll in health benefits at Hamilton/Rikers.

Speaker speaker_1: Yeah. The email that you've received was just a courtesy reminder letting you know that Hamilton/Rikers started their company open enrollment period today. So, you have the option to make changes to your coverage, cancel benefits, or enroll in the benefits. However, I can pull your file for you to confirm if you are enrolled with benefits or not.

Speaker speaker_2: Yes, sir. Could you do that for me?

Speaker speaker_1: Yeah. So, Hamilton/Rikers, what's the last four of your Social?

Speaker speaker_2: 6855.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Demontez Montgomery.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Demontez?

Speaker speaker_2: Um, 10012 Partner Lane, Aberdeen, Mississippi 39730.

Speaker speaker_1: And your confirmation date of birth?

Speaker speaker_2: July 2nd, 2004.

Speaker speaker_1: And I guess our phone number have is 662-319-0858.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is demontez.montgomery@icloud...

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So, looking at the file, it looks like you are currently enrolled into the VIP Standard, which is your medical plan, dental, term life vision, group accident, the MEC TeleRx, which is another medical plan, and ID Experts, all for employee only. Um, looks like you have future coverage 'cause it looks like everything's gonna roll over automatically. Um, did you want to make any changes to the coverage?

Speaker speaker_2: Um... Let me see. I really don't... Would there be any charges for any of those?

Speaker speaker_1: Um, so your total premium's \$42.66 a week.

Speaker speaker_2: Okay. Okay. Um, okay. And I am enroll- enrolled in what again, sir?

Speaker speaker_1: So, you have the VIP Standard which covers hospitals, doctors and medications, so a medical plan, dental, term life, which is life insurance, vision, group accident, the MEC TeleRx which covers preventative healthcare services, and ID Experts, all for employee only. So, coverage for yourself.

Speaker speaker_2: All right. Thank you, sir.

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

Speaker speaker_2: No, sir.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: All right. You also.

Speaker speaker_1: All right. Bye-bye.