

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Uh, my name is Eberechukwu Emeke. I'm calling respect of the message I received from ATC, that I should call for benefits once I receive my first paycheck. And I received my first paycheck two weeks ago, so that's why I'm calling, to know what is involved, the benefit that you people have, the ATC. Yeah, so ATC, they offer medical, dental, vision, insurance, stuff like that. However, I can try pulling your file and then give you a brief rundown and then possibly email you a benefit guide if you haven't received one. Okay. Okay, um, so ATC, what's the last four of your Social? The last, the whole thing? Uh, the last four. The last four, uh-huh. 7627 . And your first and last name? My first name is Eberechukwu. You want me to spell it for you, the long name? Um, if you don't mind. Okay. E as in eagle, B as in boy, E as in eagle, R as in rose, E as in eagle, C as in church, H as in house, U as in umbrella , excuse me, K as in kilo, W as in woman, U as in umbrella. That's my first name. And my last name is Emeke: E as in eagle, M as in Mary, E as in eagle, K as in kilo, E as in eagle, N as in Nancy, E as in eagle. Emeke. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Okay, no problem. 51175 Parkland, Maryland, 21225. And your date of birth? February 14, '68. And a good telephone number has us at 240-550-7258. Got it. And the email I have is E-B-E-R-E_K-E-N-E@Yahoo? Yes. Okay. Um, so I went ahead and emailed you a copy of a benefit guide just so you have it. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay, yeah, you want to email it now? Um, yeah, I already emailed you the benefit guide. I was about to give you a brief rundown of what was offered. Okay, let me just see. Um, um, so I do know that ATC Healthcare, um, they do offer four different medical plans. One of the medical plans is the Stay Healthy MEC TeleRx. Now that one just covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.05 per week. Then they offer two VIP plans, the Plus and the Prime, which both 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. So prime example, so say for example you have to have surgery in a hospital. Under the VIP Plus, the insurance carrier will pay out \$1,000 a day, while under the Prime, they'll pay out \$2,000 a day. So like I said, that's pretty much the only major difference. Um, but those range from \$31.71 to \$43.41. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.81 per week. I have, I have insurance already. I have had insurance for years. I have one under my husband. Mm. Okay. Um, well they do offer other things like short-term disability, uh, vision, dental, term life, which is life insurance, behavior health and group accident. No, I don't need it. I haven't read. Okay, no worries. Is there anything else I can help you out with today? Okay, no. I feel I need to be sure. No, thank you.

No. You're welcome. You have a great day, okay? Uh, you too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. Uh, my name is Eberechukwu Emeke. I'm calling respect of the message I received from ATC, that I should call for benefits once I receive my first paycheck. And I received my first paycheck two weeks ago, so that's why I'm calling, to know what is involved, the benefit that you people have, the ATC.

Speaker speaker_0: Yeah, so ATC, they offer medical, dental, vision, insurance, stuff like that. However, I can try pulling your file and then give you a brief rundown and then possibly email you a benefit guide if you haven't received one.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, um, so ATC, what's the last four of your Social?

Speaker speaker_1: The last, the whole thing?

Speaker speaker_0: Uh, the last four.

Speaker speaker_1: The last four, uh-huh. 7627 .

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name is Eberechukwu. You want me to spell it for you, the long name?

Speaker speaker_0: Um, if you don't mind.

Speaker speaker_1: Okay. E as in eagle, B as in boy, E as in eagle, R as in rose, E as in eagle, C as in church, H as in house, U as in umbrella , excuse me, K as in kilo, W as in woman, U as in umbrella. That's my first name. And my last name is Emeke: E as in eagle, M as in Mary, E as in eagle, K as in kilo, E as in eagle, N as in Nancy, E as in eagle. Emeke.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Okay, no problem. 51175 Parkland, Maryland, 21225.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: February 14, '68.

Speaker speaker_0: And a good telephone number has us at 240-550-7258.

Speaker speaker_1: Got it.

Speaker speaker_0: And the email I have is E-B-E-R-E_K-E-N-E@Yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I went ahead and emailed you a copy of a benefit guide just so you have it. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay, yeah, you want to email it now?

Speaker speaker_0: Um, yeah, I already emailed you the benefit guide. I was about to give you a brief rundown of what was offered.

Speaker speaker_1: Okay, let me just see.

Speaker speaker_0: Um, um, so I do know that ATC Healthcare, um, they do offer four different medical plans. One of the medical plans is the Stay Healthy MEC TeleRx. Now that one just covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.05 per week. Then they offer two VIP plans, the Plus and the Prime, which both 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. So prime example, so say for example you have to have surgery in a hospital. Under the VIP Plus, the insurance carrier will pay out \$1,000 a day, while under the Prime, they'll pay out \$2,000 a day. So like I said, that's pretty much the only major difference. Um, but those range from \$31.71 to \$43.41. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.81 per week.

Speaker speaker_1: I have, I have insurance already. I have had insurance for years. I have one under my husband. Mm.

Speaker speaker_0: Okay. Um, well they do offer other things like short-term disability, uh, vision, dental, term life, which is life insurance, behavior health and group accident.

Speaker speaker_1: No, I don't need it. I haven't read.

Speaker speaker_0: Okay, no worries. Is there anything else I can help you out with today?

Speaker speaker_1: Okay, no. I feel I need to be sure. No, thank you. No.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Uh, you too. Bye-bye.

Speaker speaker_0: Bye-bye.