

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, um, I wanted to thank the person I talked to earlier about benaf- um, um, dental benefits. Uh, how can I help you, ma'am? Yeah. So I want to get some information about, um, who you guys offer- the benefits you guys offer. Well, what about it, ma'am? What staffing company do you work for? Uh, HSS. Do you have any health- The last three of it? Health benefits? Um, 3147. First name? Sarah Lebrun. And for security purposes, can you verify your address and date of birth for me? 17/19 11th Avenue Boulevard, Orlando, Florida 32839 on July 17th, 1985. Thank you. Let's see, we got your phone number as 407-652-8506. Yes. And we got email as sarahlebrun@gmail.com? Yes. All right. And you said you wanted to get some information about the coverage? Yeah, that's it. Do you have any health coverage? So... .. Yes, ma'am. They offer you the VIP Standard Plan and that covers doctors, hospitals and prescriptions. Oh, okay. And what are the, what all it has? It covers doctors, hospitals and prescriptions. I w- if you needed detailed information, you would have to contact the carrier directly 'cause we're not a carrier. We're just a plan administrator. Oh, okay. And, and how much would it be for that? \$16.81 for just you. I see you got it enrolled with you and your child. For you and your child, it'd be \$25.84. For me and my child, it'd be 25? \$25.84, yes, ma'am. Okay. Uh, do I enroll with you or you say I, I have to enroll with... I can get you added. I can get it added to your coverage if you want to get enrolled in the VIP Standard. Yeah. Right. Well, was there anything else that you were interested in? Uh, actually I already have the dental, but I forgot to ask them about the, the, um, the health. Yes, ma'am. So yeah, you have the dental for you and a child. I can go ahead and get that added. I can get that medical added. Was there anything else that you wanted to get added? No, that's it. So I just put that change in the system. Was there anything else that I can help you with today, Ms. Lebrun? That's it. That's, um, that's okay. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. All right. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, um, I wanted to thank the person I talked to earlier about benaf- um, um, dental benefits.

Speaker speaker_1: Uh, how can I help you, ma'am?

Speaker speaker_2: Yeah. So I want to get some information about, um, who you guys offer the benefits you guys offer.

Speaker speaker_1: Well, what about it, ma'am? What staffing company do you work for?

Speaker speaker_2: Uh, HSS. Do you have any health-

Speaker speaker_1: The last three of it?

Speaker speaker_2: Health benefits? Um, 3147.

Speaker speaker_1: First name?

Speaker speaker_2: Sarah Lebrun.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 17/19 11th Avenue Boulevard, Orlando, Florida 32839 on July 17th, 1985.

Speaker speaker_1: Thank you. Let's see, we got your phone number as 407-652-8506.

Speaker speaker_2: Yes.

Speaker speaker_1: And we got email as sarahlebrun@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And you said you wanted to get some information about the coverage?

Speaker speaker_2: Yeah, that's it. Do you have any health coverage? So... ..

Speaker speaker_1: Yes, ma'am. They offer you the VIP Standard Plan and that covers doctors, hospitals and prescriptions.

Speaker speaker_2: Oh, okay. And what are the, what all it has?

Speaker speaker_1: It covers doctors, hospitals and prescriptions. I w- if you needed detailed information, you would have to contact the carrier directly 'cause we're not a carrier. We're just a plan administrator.

Speaker speaker_2: Oh, okay. And, and how much would it be for that?

Speaker speaker_1: \$16.81 for just you. I see you got it enrolled with you and your child. For you and your child, it'd be \$25.84.

Speaker speaker_2: For me and my child, it'd be 25?

Speaker speaker_1: \$25.84, yes, ma'am.

Speaker speaker_2: Okay. Uh, do I enroll with you or you say I, I have to enroll with...

Speaker speaker_1: I can get you added. I can get it added to your coverage if you want to get enrolled in the VIP Standard.

Speaker speaker_2: Yeah.

Speaker speaker_1: Right. Well, was there anything else that you were interested in?

Speaker speaker_2: Uh, actually I already have the dental, but I forgot to ask them about the, the, um, the health.

Speaker speaker_1: Yes, ma'am. So yeah, you have the dental for you and a child. I can go ahead and get that added. I can get that medical added. Was there anything else that you wanted to get added?

Speaker speaker_2: No, that's it.

Speaker speaker_1: So I just put that change in the system. Was there anything else that I can help you with today, Ms. Lebrun?

Speaker speaker_2: That's it. That's, um, that's okay.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: Thank you.