

Transcript: Pamela

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Full Transcript

... terms. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Hi, Pamela. Um, I'm calling just s- sort of out of curiosity in, in regards to, uh, getting health insurance with Creator Circle. Uh, and I don't... What's that? The Creator Circle? Yeah. And what's the last four digits of your Social? Wait, hang on because I was j- uh, the phone's going in and out. One, one more time. What did you say? Sorry. What, um... The last four digits of your Social so I could put up your file? Oh, yours. Yeah. 6462. Oh. 462. 6462, yep. And your first and last name? Jahim Baskervill. Okay, um, Mr. Bask- Baskervill? Yep, that's it. Baskervill, uh-huh. Um, now, can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file? Yes. 171 Clermont Avenue, Apartment 2I, Brooklyn, New York, 11205. Okay. We have a phone number of 858-13320, and- That's correct, yep. ... 371@Gmail.com is the email. Yep, jahim71@gmail.com. Okay. And what would you like? You said you want to enroll, right? Yeah, I want to enroll, um, but I just, I wanna, I was curious to know, like, what the, what the prices were of the plan. I'm, I'm really trying to get, like, dental... I guess, I guess the whole, the whole bundle, so dental, vision and term life. But- So Excuse me? You know, I'm just, I... Yeah, go ahead. Mm-hmm, uh-huh. It's okay. These plans are not, like, major insurance. If you would like, I could email you the benefit guide so you could see everything that they- Oh! ... offer with the plans. This... Oh. Yeah, yeah, if you could do that, that'd be awesome for me. I appreciate that. Okay. So the email will be coming in from info@benefitsinacart. Check your spam- Mm-hmm. ... inbox. You might go there. Also, you- Okay. ... have until the 31st of this month to enroll in the- Mm-hmm. ... benefits. Um- Okay, great. When you receive the benefit guide, the- Mm-hmm. ... prices that you see under each plan, the amounts that you see there, that's what the- Yeah. ... insurance gonna cover towards the benefit that is listed there. Okay? That's what my insurance will cover. Okay, okay. Great. All right. Is there anything else- Cool, so- ... I could assist you, sir? Um, no. I'm, I'm al- I'm also... Thank you. All right. Thank you for giving us a call. Have a grateful day, sir. All right. Have a good day. Bye now.

Conversation Format

Speaker speaker_0: ... terms.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. Um, I'm calling just s- sort of out of curiosity in, in regards to, uh, getting health insurance with Creator Circle. Uh, and I don't... What's that?

Speaker speaker_0: The Creator Circle?

Speaker speaker_2: Yeah.

Speaker speaker_0: And what's the last four digits of your Social?

Speaker speaker_2: Wait, hang on because I was j- uh, the phone's going in and out. One, one more time. What did you say? Sorry.

Speaker speaker_0: What, um... The last four digits of your Social so I could put up your file?

Speaker speaker_2: Oh, yours. Yeah. 6462.

Speaker speaker_0: Oh. 462.

Speaker speaker_2: 6462, yep.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Jahim Baskervill.

Speaker speaker_0: Okay, um, Mr. Bask- Baskervill?

Speaker speaker_2: Yep, that's it. Baskervill, uh-huh.

Speaker speaker_0: Um, now, can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker_2: Yes. 171 Clermont Avenue, Apartment 2I, Brooklyn, New York, 11205.

Speaker speaker_0: Okay. We have a phone number of 858-13320, and-

Speaker speaker_2: That's correct, yep.

Speaker speaker_0: ... 371@Gmail.com is the email.

Speaker speaker_2: Yep, jahim71@gmail.com.

Speaker speaker_0: Okay. And what would you like? You said you want to enroll, right?

Speaker speaker_2: Yeah, I want to enroll, um, but I just, I wanna, I was curious to know, like, what the, what the prices were of the plan. I'm, I'm really trying to get, like, dental... I guess, I guess the whole, the whole bundle, so dental, vision and term life. But-

Speaker speaker_0: So

Speaker speaker_3: Excuse me?

Speaker speaker_2: You know, I'm just, I... Yeah, go ahead. Mm-hmm, uh-huh.

Speaker speaker_0: It's okay. These plans are not, like, major insurance. If you would like, I could email you the benefit guide so you could see everything that they-

Speaker speaker_2: Oh!

Speaker speaker_0: ... offer with the plans.

Speaker speaker_2: This... Oh. Yeah, yeah, if you could do that, that'd be awesome for me. I appreciate that.

Speaker speaker_0: Okay. So the email will be coming in from info@benefitsinacart. Check your spam-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... inbox. You might go there. Also, you-

Speaker speaker_2: Okay.

Speaker speaker_0: ... have until the 31st of this month to enroll in the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... benefits. Um-

Speaker speaker_2: Okay, great.

Speaker speaker_0: When you receive the benefit guide, the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... prices that you see under each plan, the amounts that you see there, that's what the-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... insurance gonna cover towards the benefit that is listed there. Okay?

Speaker speaker_2: That's what my insurance will cover. Okay, okay. Great. All right.

Speaker speaker_0: Is there anything else-

Speaker speaker_2: Cool, so-

Speaker speaker_0: ... I could assist you, sir?

Speaker speaker_2: Um, no. I'm, I'm al- I'm also... Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a grateful day, sir.

Speaker speaker_2: All right. Have a good day. Bye now.