

Transcript: Pamela

Blanc-4804879718072320-6365358072578048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Sandra speaking. How may I help you? Hi. I'm wanting to set up my benefits. And who do you work for, ma'am? I work for the State Nursing Facility. That's the name of the staffing agency? Uh-huh, yeah. Can I have the last four digits of your Social? 3554. Your first and last name? Morgan Bunch. One second. Ms. Bunch, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address? Mm-hmm. And date of birth. Okay. 234 Mossview Street, Apartment 112. And then 05/13/2003. Thank you. We have a phone number on file, do- 270-361-9173, and your email is your first name, last name, 22@yahoo.com? Yes. And do you know what plan would you like to enroll to? What plan? Yes, ma'am. Have you enrolled with Benefits In- I'm just want... I'm just wanting health insurance. Well, they offer these for medical plans, and these are not like major insurance. They already have, like, a set amount that they're gonna cover. Anything above that amount will be your responsibility. Actually, uh, give me one second. Um, let's see. Let me see when is your 10 month. So you do have until the 14th of February. If you would like, I could send you a complete guide with the benefits so you could choose the correct one for you. Would that work for you? Uh, yeah. I could send that to your email. It will be coming from info@benefitsinacard. Check your spam and junk mail. We hear from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, in case you want to enroll, um, over the phone or you could do it online as well. And we could help you with the- So I enroll online? If you would like to. But you could also enroll over the phone. Okay. Yeah, I can, yeah, I can do that. You could even, if you wanna give us a call, you, to enroll, you could do that as well. Or, um, or if you have any questions regarding the benefit guide. Okay. That sounds good. Okay. So don't forget to check your, um, junk mail. And spam. Okay. Spam, it goes there, and it's coming in from info@benefitsinacard. Okay. All right? All right. Anything else I can do for you, ma'am? No, that'll be it. Thank you. Thank you for the information, uh, of calling us. I'm sorry. Have a great rest of the day. You too.

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 Sandra speaking. How may I help you?

Speaker speaker_2: Hi. I'm wanting to set up my benefits.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: I work for the State Nursing Facility.

Speaker speaker_1: That's the name of the staffing agency?

Speaker speaker_2: Uh-huh, yeah.

Speaker speaker_1: Can I have the last four digits of your Social?

Speaker speaker_2: 3554.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Morgan Bunch.

Speaker speaker_1: One second. Ms. Bunch, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My address?

Speaker speaker_1: Mm-hmm. And date of birth.

Speaker speaker_2: Okay. 234 Mossview Street, Apartment 112. And then 05/13/2003.

Speaker speaker_1: Thank you. We have a phone number on file, do- 270-361-9173, and your email is your first name, last name, 22@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know what plan would you like to enroll to?

Speaker speaker_2: What plan?

Speaker speaker_1: Yes, ma'am. Have you

Speaker speaker_3: enrolled with Benefits In-

Speaker speaker_2: I'm just want... I'm just wanting health insurance.

Speaker speaker_1: Well, they offer these for medical plans, and these are not like major insurance. They already have, like, a set amount that they're gonna cover. Anything above that amount will be your responsibility. Actually, uh, give me one second. Um, let's see. Let me see when is your 10 month. So you do have until the 14th of February. If you would like, I could send you a complete guide with the benefits so you could choose the correct one for you. Would that work for you?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: I could send that to your email. It will be coming from info@benefitsinacard. Check your spam and junk mail. We hear from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, in case you want to enroll, um, over the phone or you could do it online as well. And we could help you with the-

Speaker speaker_2: So I enroll online?

Speaker speaker_1: If you would like to. But you could also

Speaker speaker_3: enroll over the phone.

Speaker speaker_2: Okay. Yeah, I can, yeah, I can do that.

Speaker speaker_1: You could even, if you wanna give us a call, you, to enroll, you could do that as well. Or, um, or if you have any questions regarding the benefit guide.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_1: Okay. So don't forget to check your, um, junk mail. And spam.

Speaker speaker_2: Okay.

Speaker speaker_1: Spam, it goes there, and it's coming in from info@benefitsinacard.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: All right.

Speaker speaker_1: Anything else I can do for you, ma'am?

Speaker speaker_2: No, that'll be it. Thank you.

Speaker speaker_1: Thank you for the information, uh, of calling us. I'm sorry. Have a great rest of the day.

Speaker speaker_2: You too.