

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, this is Elsa. I'm calling for the benefits. Yes, ma'am. How may I help you? For Rosella. I want to get benefits, and I want to know if you can... Can I have the last four of your Social? Four digits of what? Your Social. It's, um, 4969. And your first and last name? Elsa Cornell. And you said the last four is 4969? 40669, yeah. Miss Cornell, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. It's, uh, the address is 4061 West Christy Drive, and my date of birth is February 21st of '70. And where is your address located, ma'am? In Phoenix, Peoria. Do you know the ZIP code of your area? It's 85029. Thank you for the information. We have a telephone number of 592-858-16308. Your email is your first name, last name, 980 at gmail.com. Yes. So do you know what plan would you like to enroll to? That's why I'm calling. Um, which one is the one that... I want a good one, the one that covers basically everything. Okay. So these are not like major insurance. They already have like a set amount that they're going to pay. Anything above that amount will be your responsibility. What I could do, let me see here, um, I could send you a complete guide with the prices and what they offer. Um, I believe they do have a plan called the MVP which is more like the traditional, but it does have a really high deductible that you have to meet before they start paying 100%. You do have until April 3rd to enroll in the benefit. Mm-hmm. Like I said, I will email you the complete guide with all the benefits and what they cover so you can choose the correct one for you. Under each plan- Because the one... Uh-huh. Go ahead. Go ahead. I was going to say on the benefit guide under each plan you're going to see the amount that the insurance going to cover for the procedures that are listed there. Um, let's see. These, they do not have a co-pays. Like I said, they already have a set amount that they're going to cover. Okay, because I- I've seen, um, that it has VIP, it has two VIPs. It has VIP, uh... Standard and VIP Plus. Yeah. So, those, the difference between them is the amount you're going to be paying per paycheck and the amount that the insurance is going to cover. Like I said, they already have this set amount that they're going to cover. Now, if you read the benefit guide that I am able to- Okay. ... send you, under the age of, the VIP you're going to see the amount that the insurance is going to cover next to the procedure. Not every procedure is listed there, but it will give you a good, um, idea on how it works. Okay. Um, that's it. All right, sounds good. So we are from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. You can give us a call if you want to enroll over the phone. You can do it online as well, and... Okay. Right after you receive the benefit guide, if you have any questions, we'll be more than happy to assist you. Okay. All right. I'll read all that, and I'll probably call back. No problem. So we are, um, like I said, from 8:00 AM to 8:00 PM Eastern Time. The email's coming in from info@benefitsinacar. Check your spam and junk mail. Okay. All right. Anything else, Elsa? All righty. That's it. Thank you. Thank you for giving us a call.

Have a great rest of the day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, this is Elsa. I'm calling for the benefits.

Speaker speaker_0: Yes, ma'am. How may I help you?

Speaker speaker_1: For Rosella. I want to get benefits, and I want to know if you can...

Speaker speaker_0: Can I have the last four of your Social?

Speaker speaker_1: Four digits of what?

Speaker speaker_0: Your Social.

Speaker speaker_1: It's, um, 4969.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Elsa Cornell.

Speaker speaker_0: And you said the last four is 4969?

Speaker speaker_1: 40669, yeah.

Speaker speaker_0: Miss Cornell, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: It's, uh, the address is 4061 West Christy Drive, and my date of birth is February 21st of '70.

Speaker speaker_0: And where is your address located, ma'am?

Speaker speaker_1: In Phoenix, Peoria.

Speaker speaker_0: Do you know the ZIP code of your area?

Speaker speaker_1: It's 85029.

Speaker speaker_0: Thank you for the information. We have a telephone number of 592-858-16308. Your email is your first name, last name, 980 at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So do you know what plan would you like to enroll to?

Speaker speaker_1: That's why I'm calling. Um, which one is the one that... I want a good one, the one that covers basically everything.

Speaker speaker_0: Okay. So these are not like major insurance. They already have like a set amount that they're going to pay. Anything above that amount will be your responsibility. What I could do, let me see here, um, I could send you a complete guide with the prices and what they offer. Um, I believe they do have a plan called the MVP which is more like the traditional, but it does have a really high deductible that you have to meet before they start paying 100%. You do have until April 3rd to enroll in the benefit.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Like I said, I will email you the complete guide with all the benefits and what they cover so you can choose the correct one for you. Under each plan-

Speaker speaker_1: Because the one... Uh-huh.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Go ahead.

Speaker speaker_0: I was going to say on the benefit guide under each plan you're going to see the amount that the insurance going to cover for the procedures that are listed there. Um, let's see. These, they do not have a co-pays. Like I said, they already have a set amount that they're going to cover.

Speaker speaker_1: Okay, because I- I've seen, um, that it has VIP, it has two VIPs. It has VIP, uh...

Speaker speaker_0: Standard and VIP Plus.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, those, the difference between them is the amount you're going to be paying per paycheck and the amount that the insurance is going to cover. Like I said, they already have this set amount that they're going to cover. Now, if you read the benefit guide that I am able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... send you, under the age of, the VIP you're going to see the amount that the insurance is going to cover next to the procedure. Not every procedure is listed there, but it will give you a good, um, idea on how it works.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, that's it.

Speaker speaker_1: All right, sounds good.

Speaker speaker_0: So we are from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. You can give us a call if you want to enroll over the phone. You can do it online as well, and...

Speaker speaker_1: Okay.

Speaker speaker_0: Right after you receive the benefit guide, if you have any questions, we'll be more than happy to assist you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: I'll read all that, and I'll probably call back.

Speaker speaker_0: No problem. So we are, um, like I said, from 8:00 AM to 8:00 PM Eastern Time. The email's coming in from info@benefitsinacar. Check your spam and junk mail.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else, Elsa?

Speaker speaker_1: All righty. That's it. Thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.