

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. I work for Hamilton/Riker. It's a temporary agency. Um, and I need health insurance. My plan is gonna be expiring in two months. They said to call this number and I could get health insurance with you guys because I work for Hamilton/Riker. I'm a temp. Okay, so, first I see if you are eligible at this time to enroll. If not, then you will have a qualified live event when you loss- when you lose the benefits, and that will be allow you enrolled. Can- may I have the last four digits of your Social? 3880. 3-8-8-0. Your first and last name? Jennifer Woods. Thank you. Ms. Woods, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth? Yeah. It's 401 East Woodford Street, Apartment One, Lawrenceburg, Kentucky 40342, and my date of birth is 9/11/1998. Thank you for the information. You say Apartment One? Yes. All right. Okay. We have the phone number on file, 502-601-7917, and your email is hannah0911998@gmail. Yeah. It should be, uh, hannah09111998@gmail.com. Yes. All right, so let me see . You do have until May 23rd to enroll in the benefits. I have till May 23rd to enroll? Yes, ma'am. Okay. If you would like, I could send you a complete guide for the benefits, um, that Hamilton/Riker offer. Um, we will go over it and decide wh- what would you like to enroll. Also, um, these insurance are not, like, major insurance. Only the plan- Say what? They are not, like, major insurance. Oh, okay. But it is health insurance, right? Yes. The amount you're gonna see under each plan is the amount that the insurance gonna cover. Anything above that amount will be your responsibility. Okay. Right. Is there anything else I could do for you, ma'am? Uh, how are you gonna send me that information? Are you gonna email it to me? Email it to you. The email coming from info@benefitsinacard. Check your spam and, um, and junk mail. ?? . Okay. Okay. And- Huh? ... in the, in the email, it'll explain to me how I need to apply for these benefits, right? You could do it online or you could give us a call back. Okay. All right. Yeah. Uh, just send me that email. All right. No problem. Thank you. Yeah. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, yes, ma'am. I work for Hamilton/Riker. It's a temporary agency. Um, and I need health insurance. My plan is gonna be expiring in two months. They said to call this number and I could get health insurance with you guys because I work for Hamilton/Riker. I'm a temp.

Speaker speaker\_0: Okay, so, first I see if you are eligible at this time to enroll. If not, then you will have a qualified live event when you loss- when you lose the benefits, and that will be allow you enrolled. Can- may I have the last four digits of your Social?

Speaker speaker\_1: 3880.

Speaker speaker\_0: 3-8-8-0. Your first and last name?

Speaker speaker\_1: Jennifer Woods.

Speaker speaker\_0: Thank you. Ms. Woods, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker\_1: Yeah. It's 401 East Woodford Street, Apartment One, Lawrenceburg, Kentucky 40342, and my date of birth is 9/11/1998.

Speaker speaker\_0: Thank you for the information. You say Apartment One?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Okay. We have the phone number on file, 502-601-7917, and your email is hannah0911998@gmail.

Speaker speaker\_1: Yeah. It should be, uh, hannah0911998@gmail.com. Yes.

Speaker speaker\_0: All right, so let me see . You do have until May 23rd to enroll in the benefits.

Speaker speaker\_1: I have till May 23rd to enroll?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you would like, I could send you a complete guide for the benefits, um, that Hamilton/Riker offer. Um, we will go over it and decide wh- what would you like to enroll. Also, um, these insurance are not, like, major insurance. Only the plan-

Speaker speaker\_1: Say what?

Speaker speaker\_0: They are not, like, major insurance.

Speaker speaker\_1: Oh, okay. But it is health insurance, right?

Speaker speaker\_0: Yes. The amount you're gonna see under each plan is the amount that the insurance gonna cover. Anything above that amount will be your responsibility.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right. Is there anything else I could do for you, ma'am?

Speaker speaker\_1: Uh, how are you gonna send me that information? Are you gonna email it to me?

Speaker speaker\_0: Email it to you. The email coming from info@benefitsinacard. Check your spam and, um, and junk mail. ??.

Speaker speaker\_1: Okay. Okay. And-

Speaker speaker\_0: Huh?

Speaker speaker\_1: ... in the, in the email, it'll explain to me how I need to apply for these benefits, right?

Speaker speaker\_0: You could do it online or you could give us a call back.

Speaker speaker\_1: Okay. All right. Yeah. Uh, just send me that email.

Speaker speaker\_0: All right. No problem. Thank you.

Speaker speaker\_1: Yeah. Thank you. Bye-bye.