

## **Transcript: Pamela**

**Blanc-5722463915786240-5847315360301056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, I just got a text message saying that to call you 'cause... I could barely understand what you say ma'am. I just got a text message saying that to call you. Okay. So we are the administrator for health insurance for staffing agency. Right. We're probably letting you know that people enrolled in the health benefit? Yes. If you would like to, are you interested in enrolling? Yes. Who do you work for? Hertz. May I have the last four digits of your Social? 3740. Your first and last name? Terri Everet. Ms. Everet, for security reasons can you please verify your complete address and date of birth? 6125 Kenner and 19, Waring, Ohio 43334, 10878. Thank you for the information. We have a telephone number of 5740-586-1070 and your email is your last, your first name, your last name 455cloud.com? Yes. Okay. Okay. And do you know what plan would you like enrolled? Um, no. I, not really. So- Do you have- I don't- Do you have a short... Oh, it's not auto. Do you have a short-term disability plan? They do offer short-term disability for \$4.16. Yes, I need that. Yes, I'll need that. And do you want me to opt you out, out of the auto enrollment that they do for the preventive care? Do I wanna what? They offer a, um, Search will auto enroll you in a preventive care plan. How much is that? Um, it's \$15.16. If, let's say if you need to check your cholesterol, diabetes, um- Okay. ... your, the insurance gonna cover 100% the procedure but you'll have to pay for the doctor's visit. I don't have diabetes so... But it, I'm, those are our only samples that I'm giving you is for preventive care. Meaning it's not only for diabetes. Like, your cholesterol- Yes. ... your blood pressure, it's, uh, mammogram, pap smear. Yes. Yes. Can you en, enroll me on that too? It's just... What else do you need? Um, as I said, it's a basic, basic, uh- Have you seen the benefit guide? I'm sorry? Have you seen the benefit guide and the plans that they offer? No. I haven't. Would you like me to send you a link? Is there any way... Yes, please. And then I can just call you back when I get off work? So we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Oh, well, okay. Is there not, yeah, if you email that, I can call you back later today. Okay. So you do have 30 days from the first day you started working to enroll in the benefits. Um- Okay. Keep in mind if you don't call back, they will auto enroll you in that preventive care. Okay. And you're gonna send that, send that to my email, right? Yes, ma'am. It will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there. All right. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. Yep, you too. Okay, bye.

### **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 Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, I just got a text message saying that to call you 'cause...

Speaker speaker\_1: I could barely understand what you say ma'am.

Speaker speaker\_2: I just got a text message saying that to call you.

Speaker speaker\_1: Okay. So we are the administrator for health insurance for staffing agency.

Speaker speaker\_2: Right.

Speaker speaker\_1: We're probably letting you know that people enrolled in the health benefit?

Speaker speaker\_2: Yes.

Speaker speaker\_1: If you would like to, are you interested in enrolling?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Hertz.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 3740.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Terri Everet.

Speaker speaker\_1: Ms. Everet, for security reasons can you please verify your complete address and date of birth?

Speaker speaker\_2: 6125 Kenner and 19, Waring, Ohio 43334, 10878.

Speaker speaker\_1: Thank you for the information. We have a telephone number of 5740-586-1070 and your email is your last, your first name, your last name 455cloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Okay. And do you know what plan would you like enrolled?

Speaker speaker\_2: Um, no. I, not really.

Speaker speaker\_1: So-

Speaker speaker\_2: Do you have-

Speaker speaker\_1: I don't-

Speaker speaker\_2: Do you have a short... Oh, it's not auto. Do you have a short-term disability plan?

Speaker speaker\_1: They do offer short-term disability for \$4.16.

Speaker speaker\_2: Yes, I need that. Yes, I'll need that.

Speaker speaker\_1: And do you want me to opt you out, out of the auto enrollment that they do for the preventive care?

Speaker speaker\_2: Do I wanna what?

Speaker speaker\_1: They offer a, um, Search will auto enroll you in a preventive care plan.

Speaker speaker\_2: How much is that?

Speaker speaker\_1: Um, it's \$15.16. If, let's say if you need to check your cholesterol, diabetes, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... your, the insurance gonna cover 100% the procedure but you'll have to pay for the doctor's visit.

Speaker speaker\_2: I don't have diabetes so...

Speaker speaker\_1: But it, I'm, those are our only samples that I'm giving you is for preventive care. Meaning it's not only for diabetes. Like, your cholesterol-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... your blood pressure, it's, uh, mammogram, pap smear.

Speaker speaker\_2: Yes. Yes. Can you en, enroll me on that too? It's just...

Speaker speaker\_1: What else do you need?

Speaker speaker\_2: Um, as I said, it's a basic, basic, uh-

Speaker speaker\_1: Have you seen the benefit guide?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Have you seen the benefit guide and the plans that they offer?

Speaker speaker\_2: No. I haven't.

Speaker speaker\_1: Would you like me to send you a link?

Speaker speaker\_2: Is there any way... Yes, please. And then I can just call you back when I get off work?

Speaker speaker\_1: So we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_2: Oh, well, okay. Is there not, yeah, if you email that, I can call you back later today.

Speaker speaker\_1: Okay. So you do have 30 days from the first day you started working to enroll in the benefits. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Keep in mind if you don't call back, they will auto enroll you in that preventive care.

Speaker speaker\_2: Okay. And you're gonna send that, send that to my email, right?

Speaker speaker\_1: Yes, ma'am. It will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Yep, you too.

Speaker speaker\_1: Okay, bye.