

Transcript: Pamela

Blanc-5934677228044288-6683426325839872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, hi. I just started working with, uh, a company recently and I'm trying to... Uh, they had me, uh, go through partners, personnel to, um, be hired, and, uh, I'm trying to sign up, enroll in benefits, but I, I haven't been able to see an option on the website to do that. Okay. Um, may I have the last four digits of your social so I can pull up your file? Uh, yes. Zero, six, three, five. Your first and last name? Uh, William, and last name is Dossett. D-O-S-S-E-T-T. Thank you. Mr. Dossett, 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? Yes. My address is 107 Mannon Court, and my date of birth is September 21st, 2000. Thank you for the information. We have a telephone number on file, um, which is 540-419-3221, and your email is will@flexxan.com? Yeah. Yep. All right. So, um, we could go ahead and enroll you online if you would like to. Now, I could send you also a benefit guide so you can see all the plans and what they, um, the prices and what they offer. There you will find also a link- Mm-hmm. ... that will help you to enroll, or you could give us a call back and we could help you with the enrollment. Okay, so I, I just need to, uh, call you to enroll? Yes. Would you like me to email- Okay. ... you the ID, the benefit guide? Uh, yes, please. All right. Please, let me see how long you got. So you do have until the 6th of February to enroll. Okay. All right. The email's coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Okay. All right? Got it. Thank you very much. Anything else I can do for you? I'm sorry? Anything else that I could do for you? Uh, no. I'll call back once I, uh, see the, the plans, so. No problem. Thank you for being with us today. Thank you very much. Have a great rest of the day. You too. Bye-bye. Bye-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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, hi. I just started working with, uh, a company recently and I'm trying to... Uh, they had me, uh, go through partners, personnel to, um, be hired, and, uh, I'm trying to sign up, enroll in benefits, but I, I haven't been able to see an option on the website to do that.

Speaker speaker_1: Okay. Um, may I have the last four digits of your social so I can pull up your file?

Speaker speaker_2: Uh, yes. Zero, six, three, five.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, William, and last name is Dossett. D-O-S-S-E-T-T.

Speaker speaker_1: Thank you. Mr. Dossett, 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: Yes. My address is 107 Mannon Court, and my date of birth is September 21st, 2000.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, um, which is 540-419-3221, and your email is will@flexxan.com?

Speaker speaker_2: Yeah. Yep.

Speaker speaker_1: All right. So, um, we could go ahead and enroll you online if you would like to. Now, I could send you also a benefit guide so you can see all the plans and what they, um, the prices and what they offer. There you will find also a link-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that will help you to enroll, or you could give us a call back and we could help you with the enrollment.

Speaker speaker_2: Okay, so I, I just need to, uh, call you to enroll?

Speaker speaker_1: Yes. Would you like me to email-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you the ID, the benefit guide?

Speaker speaker_2: Uh, yes, please.

Speaker speaker_1: All right. Please, let me see how long you got. So you do have until the 6th of February to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. The email's coming in from info@benefitsinacar. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Got it. Thank you very much.

Speaker speaker_1: Anything else I can do for you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Anything else that I could do for you?

Speaker speaker_2: Uh, no. I'll call back once I, uh, see the, the plans, so.

Speaker speaker_1: No problem. Thank you for being with us today.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.