

Transcript: Pamela

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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? Hello, good morning. My name is Neova. I'm working for Hospitality Staffing Solution but I received this message to, um, to call for ■■ of benefits of the company but I don't know too much, um, really about, about that. I just called, um, to have some information, uh, about the benefits of the company. And who do you say you work for, ma'am? Yes, I work at Ritz-Carlton for Hospitality Staffing Solution. For HSS? Mm-hmm. Okay. So HSS is under, um, open enrollment at this time. Um, you haven't seen the benefit guide yet? Say, sorry? Have you seen the benefit guide? No. Okay. So they offer different medical plan, um... And you say your first name is Neova? Yes, my first name is Neova. May I have the last four digits of your Social so I could pull up your file? Okay, let me check that. One second please. I'm going to check for it. Hello? Yes, ma'am. Yeah, the, um, four dig- four last number is 919157. And your last name? Boblin. Excuse me? Boblin. Ne- okay. Ms. Boblin, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah. My date of birth is 3/19/3-16/1979. And your address? 157 Terrace. Your address. Your data- your mailing address, ma'am. 5-70, not E, 157 Terrace, Miami, Florida 33162. Okay. We have a phone number on file, 754-368-6665 and you email to firstnamelastname@gmail.com. Yes, that's correct. Okay. So, um, let's see. HSS offer pre-medical plans and then they have different options like, uh, dental, vision. If you would like, I can send you a benefit guide that you could, um, see of the benefits that they offer and the prices. You do have until the 28th to enroll in the benefits. Pardon? If you would like, I could send you a benefit guide to your email so you could see all the plans that they offer. Yes, you could send me by email. And you also have until the 28th to enroll if you would like to. Okay. All right? Um. So the email is coming from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. Um, does HSS have several, um, plans for benefits for den- dental, vision? They have several plans? No. Dental and vision, they only have one tier, and for the medical, they do have, uh, different plans. Okay, okay, okay. You will see all the plans there in the benefit guide. Everything, with the prices, it's included there. Okay. All right. Um, if you have any questions- Okay, thank you. ... just give us a call. We'll be more than happy to assist you. Check your spam and junk mail. It might go there. Okay. Okay, thank you. All right? I will call back. Yes, yeah. No problem. Some question about, about- We're here to help. Okay, thank you so- Thank you. Okay, thank you.

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: Hello, good morning. My name is Neova. I'm working for Hospitality Staffing Solution but I received this message to, um, to call for ■■ of benefits of the company but I don't know too much, um, really about, about that. I just called, um, to have some information, uh, about the benefits of the company.

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

Speaker speaker_2: Yes, I work at Ritz-Carlton for Hospitality Staffing Solution.

Speaker speaker_1: For HSS?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So HSS is under, um, open enrollment at this time. Um, you haven't seen the benefit guide yet?

Speaker speaker_2: Say, sorry?

Speaker speaker_1: Have you seen the benefit guide?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So they offer different medical plan, um... And you say your first name is Neova?

Speaker speaker_2: Yes, my first name is Neova.

Speaker speaker_1: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_2: Okay, let me check that. One second please. I'm going to check for it. Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Yeah, the, um, four dig- four last number is 919157.

Speaker speaker_1: And your last name?

Speaker speaker_2: Boblin.

Speaker speaker_1: Excuse me?

Speaker speaker_2: Boblin.

Speaker speaker_1: Ne- okay. Ms. Boblin, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Yeah. My date of birth is 3/19/3-16/1979.

Speaker speaker_1: And your address?

Speaker speaker_2: 157 Terrace.

Speaker speaker_1: Your address. Your data- your mailing address, ma'am.

Speaker speaker_2: 5-70, not E, 157 Terrace, Miami, Florida 33162.

Speaker speaker_1: Okay. We have a phone number on file, 754-368-6665 and you email to firstnamelastname@gmail.com.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. So, um, let's see. HSS offer pre-medical plans and then they have different options like, uh, dental, vision. If you would like, I can send you a benefit guide that you could, um, see of the benefits that they offer and the prices. You do have until the 28th to enroll in the benefits.

Speaker speaker_2: Pardon?

Speaker speaker_1: If you would like, I could send you a benefit guide to your email so you could see all the plans that they offer.

Speaker speaker_2: Yes, you could send me by email.

Speaker speaker_1: And you also have until the 28th to enroll if you would like to.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Um.

Speaker speaker_1: So the email is coming from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay. Um, does HSS have several, um, plans for benefits for dental, vision? They have several plans?

Speaker speaker_1: No. Dental and vision, they only have one tier, and for the medical, they do have, uh, different plans.

Speaker speaker_2: Okay, okay, okay.

Speaker speaker_1: You will see all the plans there in the benefit guide. Everything, with the prices, it's included there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, if you have any questions-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: ... just give us a call. We'll be more than happy to assist you. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: All right?

Speaker speaker_2: I will call back. Yes, yeah.

Speaker speaker_1: No problem.

Speaker speaker_2: Some question about, about-

Speaker speaker_1: We're here to help.

Speaker speaker_2: Okay, thank you so-

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay, thank you.