

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, I was just calling to... In regards to an email I had that said I needed to call in and make sure that, um, everything was in my account. There may be in- something missing, Sandra Williams. Okay. May I have the last four digits of your social so I can pull up your account? 6874. And who do you work for, ma'am? MAU. You said your last name is William, and what was the last, uh, the first name? Sandra. Miss Sandra, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. 4729 Joe Williams Road, Gibson, Georgia 30810, 73079. Thank you for the information. We have the phone number on file, 706-840-3741. Seven- And your email is your first name, last name, 742 at gmail.com. That's correct. Mm-kay, let me see. I know they s- they have sent two emails since to activate, um, for myself and my son, so I went ahead and did that. Yeah. Let me check what was the reason why. Okay, so you selected- ... this, um... Okay, on the form that you signed to se- Yes, I'm here. ... uh, to enroll in the benefits, you selected all the medical plans available, and you're only allowed to select one or combine two of them. Okay, so what- So, what we did is that we enrolled you in the lowest plan that they have available and so you'll be able to call. Um, you got the Stay Healthy, which is a preventive care plan, and InsurePlus Basic, which is the plan that will allow you to go to the doctors and, I mean, the hospitals and the different- Uh-huh. ... c- checkups. So, have you seen the benefit guide when you were enrolled? Um, I did it online. Mm-hmm. So I'm not really sure. Um, does, does that include dental and vision and all of that? Yes. You, you, uh... It doesn't include it, but you selected it. There's group accident, dental, critical illness, life insurance and vision. Okay, and I can only choose two of those? Is that what you're saying? Yep. We've chosen for you the lowest one. Okay, and if I've... If I decided to change that, would it be a problem for me to go online and do that, or? No. What I will do... Let me put you in a brief hold to see how long do you have to make changes. Just bear with me. Uh-huh. Okay, so I could send you the, um, benefit guide, so you could see the difference between the plans, and you could choose- Uh-huh. ... the correct one. You do have until May 11th to make changes. And until when? What was that again? May the 11th? April. Oh, April the 11th? Okay. All right. So, I'll have until then? Okay. Yeah. So what I'm going to- Will, will that come to my- Go ahead, ma'am. I'm sorry. No, I was just gonna say, will that come to my email, or... Yes, I will send it to your email. It's coming in from info@benefitsinacard. Check your spam and junk mail. Sometimes it goes there, and- Okay. Let's see. And whenever you're ready, just give us a call, and if you want to make the changes, we'll go ahead and help you through that. Or, if you want to keep it the way it is, um, you don't have to do anything. Okay, can you tell me- Right now- ... what it is... I'm sorry, go ahead. Yeah, I was gonna say, right now you have the lowest medical plan that they have available. You will be able to see those on the benefit guide Okay. I'm going to

put in my credit card number right now, and I'm going to wait on line for the card reader to come by so I can check out some books. All right, I'm done. Okay. I want a cup of coffee. Yes. All right, I'm gonna send you- Yes. ... the email with the benefits guide. Yes. And you can check out some books, and they'll be 62.19. Okay. Now, if you want to check out some books after that, you can. Okay. I have it right here. Okay. It's 62.19, and it'll be on your email. Okay. And then you can check out some books after that, as well. All right. Uh-huh. Well, thank you. You're welcome, and have a great day. Thank you.

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, I was just calling to... In regards to an email I had that said I needed to call in and make sure that, um, everything was in my account. There may be in-something missing, Sandra Williams.

Speaker speaker_0: Okay. May I have the last four digits of your social so I can pull up your account?

Speaker speaker_1: 6874.

Speaker speaker_0: And who do you work for, ma'am?

Speaker speaker_1: MAU.

Speaker speaker_0: You said your last name is William, and what was the last, uh, the first name?

Speaker speaker_1: Sandra.

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

Speaker speaker_1: Okay. 4729 Joe Williams Road, Gibson, Georgia 30810, 73079.

Speaker speaker_0: Thank you for the information. We have the phone number on file, 706-840-3741.

Speaker speaker_1: Seven-

Speaker speaker_0: And your email is your first name, last name, 742 at gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Mm-kay, let me see.

Speaker speaker_1: I know they s- they have sent two emails since to activate, um, for myself and my son, so I went ahead and did that.

Speaker speaker_0: Yeah. Let me check what was the reason why. Okay, so you selected- ... this, um... Okay, on the form that you signed to se-

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: ... uh, to enroll in the benefits, you selected all the medical plans available, and you're only allowed to select one or combine two of them.

Speaker speaker_1: Okay, so what-

Speaker speaker_0: So, what we did is that we enrolled you in the lowest plan that they have available and so you'll be able to call. Um, you got the Stay Healthy, which is a preventive care plan, and InsurePlus Basic, which is the plan that will allow you to go to the doctors and, I mean, the hospitals and the different-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... c- checkups. So, have you seen the benefit guide when you were enrolled?

Speaker speaker_1: Um, I did it online.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I'm not really sure. Um, does that include dental and vision and all of that?

Speaker speaker_0: Yes. You, you, uh... It doesn't include it, but you selected it. There's group accident, dental, critical illness, life insurance and vision.

Speaker speaker_1: Okay, and I can only choose two of those? Is that what you're saying?

Speaker speaker_0: Yep. We've chosen for you the lowest one.

Speaker speaker_1: Okay, and if I've... If I decided to change that, would it be a problem for me to go online and do that, or?

Speaker speaker_0: No. What I will do... Let me put you in a brief hold to see how long do you have to make changes. Just bear with me.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay, so I could send you the, um, benefit guide, so you could see the difference between the plans, and you could choose-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... the correct one. You do have until May 11th to make changes.

Speaker speaker_1: And until when? What was that again? May the 11th?

Speaker speaker_0: April.

Speaker speaker_1: Oh, April the 11th? Okay. All right. So, I'll have until then? Okay.

Speaker speaker_0: Yeah. So what I'm going to-

Speaker speaker_1: Will, will that come to my-

Speaker speaker_0: Go ahead, ma'am. I'm sorry.

Speaker speaker_1: No, I was just gonna say, will that come to my email, or...

Speaker speaker_0: Yes, I will send it to your email. It's coming in from info@benefitsinacard. Check your spam and junk mail. Sometimes it goes there, and-

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. And whenever you're ready, just give us a call, and if you want to make the changes, we'll go ahead and help you through that. Or, if you want to keep it the way it is, um, you don't have to do anything.

Speaker speaker_1: Okay, can you tell me-

Speaker speaker_0: Right now-

Speaker speaker_1: ... what it is... I'm sorry, go ahead.

Speaker speaker_0: Yeah, I was gonna say, right now you have the lowest medical plan that they have available. You will be able to see those on the benefit guide

Speaker speaker_2: Okay. I'm going to put in my credit card number right now, and I'm going to wait on line for the card reader to come by so I can check out some books. All right, I'm done.

Speaker speaker_0: Okay.

Speaker speaker_2: I want a cup of coffee.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, I'm gonna send you-

Speaker speaker_1: Yes.

Speaker speaker_0: ... the email with the benefits guide.

Speaker speaker_1: Yes.

Speaker speaker_0: And you can check out some books, and they'll be 62.19.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, if you want to check out some books after that, you can.

Speaker speaker_1: Okay.

Speaker speaker_0: I have it right here.

Speaker speaker_1: Okay.

Speaker speaker_0: It's 62.19, and it'll be on your email.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you can check out some books after that, as well.

Speaker speaker_1: All right.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Well, thank you.

Speaker speaker_0: You're welcome, and have a great day.

Speaker speaker_1: Thank you.