

Transcript: Pamela

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Full Transcript

Hello? How may I help you? Hi, how to, um, get insurance? You would like to get insurance? I'm sorry, I can't hear you. You say you would like to get insurance? Yes. Who do you work for? Um, I work through Accuforce. And, and the last four digits of your Social so I go pull up your file? 4076. Your first and last name? McCurry. Emily McCurry. Miss McCurry, 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? Yeah. 191 Greene County Line Road, Chucky, Tennessee 37641. And you said my phone number, or what did you say? Date of birth. Oh, date of birth, I'm sorry. Um, 8/15/2000. That's okay. All right. So we have a telephone number on file, 423-767-8022. And your email is your last name 45@gmail.com. Well, the last name is spelled wrong. It's M-C-C-U-R-A-Y 45@gmail. That's what it's supposed to be. Okay. I messed it up on accident and left it that way. Okay. Good. The checks are here already. And do you know what plan would you like to enroll to? Yes. Um, I want the VIP Standard and Dental and Vision. Is this for employee only? Yes. Okay. So we got the VIP Standard, Dental and Vision for a total of \$23.52. Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to ten business days. Now, your medical card, it will go to your email. If you need a physical card after the benefits are active, you could request one. Okay. All right. So I will get a card, like, through email? Yes, for the medical. Den- Dental and Vision you will receive a physical one to the mailing address we have. Okay. Now, um, you said that it would be on the 12th, next Monday, that it would be official- No. ... like it would start working? No. Um, when we receive the first payment... So let's see. Um, I enroll you today. If we receive the premium on time, most likely on the 19th your benefits will be active. But that, I cannot assure you that, because we don't have access to your payroll. So we send this information to your employer- I get paid Friday. I understand. But we send this information to your employer and they, they will finish the process. So we don't know how long they actually is gonna take to do so. And, but the timeframe is one to two weeks. Okay. All right. Anything else I can help you? All right. And so you have, uh, you do have the right email though, right? The M-C-C-U-R-A-Y 45@gmail? Yes, ma'am. Oh, I just wanted to make sure so I get the email. Okay. No problem. People mess it up all the time. Yeah. Anything else, ma'am? That's it. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: How may I help you?

Speaker speaker_0: Hi, how to, um, get insurance?

Speaker speaker_1: You would like to get insurance?

Speaker speaker_0: I'm sorry, I can't hear you.

Speaker speaker_1: You say you would like to get insurance?

Speaker speaker_0: Yes.

Speaker speaker_1: Who do you work for?

Speaker speaker_0: Um, I work through Accuforce.

Speaker speaker_1: And, and the last four digits of your Social so I go pull up your file?

Speaker speaker_0: 4076.

Speaker speaker_1: Your first and last name?

Speaker speaker_0: McCurry. Emily McCurry.

Speaker speaker_1: Miss McCurry, 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_0: Yeah. 191 Greene County Line Road, Chucky, Tennessee 37641. And you said my phone number, or what did you say?

Speaker speaker_1: Date of birth.

Speaker speaker_0: Oh, date of birth, I'm sorry. Um, 8/15/2000.

Speaker speaker_1: That's okay. All right. So we have a telephone number on file, 423-767-8022. And your email is your last name 45@gmail.com.

Speaker speaker_0: Well, the last name is spelled wrong. It's M-C-C-U-R-A-Y 45@gmail. That's what it's supposed to be.

Speaker speaker_1: Okay.

Speaker speaker_0: I messed it up on accident and left it that way.

Speaker speaker_1: Okay. Good. The checks are here already. And do you know what plan would you like to enroll to?

Speaker speaker_0: Yes. Um, I want the VIP Standard and Dental and Vision.

Speaker speaker_1: Is this for employee only?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So we got the VIP Standard, Dental and Vision for a total of \$23.52. Your benefits will start the following Monday after we receive the first premium from

your employer. Then your ID card will be authorized to generate in the system and will be mailed out to you within seven to ten business days. Now, your medical card, it will go to your email. If you need a physical card after the benefits are active, you could request one.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: So I will get a card, like, through email?

Speaker speaker_1: Yes, for the medical. Den- Dental and Vision you will receive a physical one to the mailing address we have.

Speaker speaker_0: Okay. Now, um, you said that it would be on the 12th, next Monday, that it would be official-

Speaker speaker_1: No.

Speaker speaker_0: ... like it would start working?

Speaker speaker_1: No. Um, when we receive the first payment... So let's see. Um, I enroll you today. If we receive the premium on time, most likely on the 19th your benefits will be active. But that, I cannot assure you that, because we don't have access to your payroll. So we send this information to your employer-

Speaker speaker_0: I get paid Friday.

Speaker speaker_1: I understand. But we send this information to your employer and they, they will finish the process. So we don't know how long they actually is gonna take to do so. And, but the timeframe is one to two weeks.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Anything else I can help you?

Speaker speaker_0: All right. And so you have, uh, you do have the right email though, right? The M-C-C-U-R-A-Y 45@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Oh, I just wanted to make sure so I get the email. Okay.

Speaker speaker_1: No problem.

Speaker speaker_0: People mess it up all the time.

Speaker speaker_1: Yeah. Anything else, ma'am?

Speaker speaker_0: That's it.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: You too.

Speaker speaker_1: Bye.