

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-04, this is Pamela speaking. How may I help you? Hi. Hi, my name is Jessica Till. I have, uh, a current, uh, account with you guys already with Creative Circle. I was wondering if I can upgrade my plan. Okay. Um, let's see if you are... Are they eligible to do so? Okay. May I have the last four digits of your Social? Zero, five, zero, three. Three... I'm sorry, I couldn't hear you. Zero, five, zero, three. Your first and last name, ma'am? Jessica Till. Ms. Till, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Sure. May 15th, 1987, and 300 Marne Road in Brooklawn, New Jersey. Is your ZIP code 08030? Correct. We have a telephone number on file, 856-217-5148. And your email is your last name, mydesignes at gmail.com? That is correct. All right. And what would you like to change on your benefits, ma'am? So, do I just have the Stay Healthy MEC preventative plan currently? Yes, ma'am. Uh, can I upgrade to, uh, the Ensure Plus Premier? Okay, so you do have both plans. Oh, I do. Okay. Yeah. So you could use both of them. Oh, okay. So I already have the Plus Premier added. Yes. Awesome. And I have dental, correct? Uh, yes, you have Ensure Plus Dental, Life, Vision, Behavioral Health and the MEC. Uh, do I have FreeRx as well? It is included with the, um, MEC. Okay, perfect. You have to go online and register for, to create your profile. Okay. Perfect. Thank you. All right. I guess I don't need to change anything. No problem. Anything else I can do for you, ma'am? Nope, that's it. All right, thank you for giving us a call today. Have a great rest of the day. 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 10-04, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Hi, my name is Jessica Till. I have, uh, a current, uh, account with you guys already with Creative Circle. I was wondering if I can upgrade my plan.

Speaker speaker\_1: Okay. Um, let's see if you are... Are they eligible to do so? Okay. May I have the last four digits of your Social?

Speaker speaker\_2: Zero, five, zero, three.

Speaker speaker\_1: Three... I'm sorry, I couldn't hear you.

Speaker speaker\_2: Zero, five, zero, three.

Speaker speaker\_1: Your first and last name, ma'am?

Speaker speaker\_2: Jessica Till.

Speaker speaker\_1: Ms. Till, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_2: Sure. May 15th, 1987, and 300 Marne Road in Brooklawn, New Jersey.

Speaker speaker\_1: Is your ZIP code 08030?

Speaker speaker\_2: Correct.

Speaker speaker\_1: We have a telephone number on file, 856-217-5148. And your email is your last name, mydesignes at gmail.com?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: All right. And what would you like to change on your benefits, ma'am?

Speaker speaker\_2: So, do I just have the Stay Healthy MEC preventative plan currently?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Uh, can I upgrade to, uh, the Ensure Plus Premier?

Speaker speaker\_1: Okay, so you do have both plans.

Speaker speaker\_2: Oh, I do. Okay.

Speaker speaker\_1: Yeah. So you could use both of them.

Speaker speaker\_2: Oh, okay. So I already have the Plus Premier added.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Awesome. And I have dental, correct?

Speaker speaker\_1: Uh, yes, you have Ensure Plus Dental, Life, Vision, Behavioral Health and the MEC.

Speaker speaker\_2: Uh, do I have FreeRx as well?

Speaker speaker\_1: It is included with the, um, MEC.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: You have to go online and register for, to create your profile.

Speaker speaker\_2: Okay. Perfect. Thank you.

Speaker speaker\_1: All right.

Speaker speaker\_2: I guess I don't need to change anything.

Speaker speaker\_1: No problem. Anything else I can do for you, ma'am?

Speaker speaker\_2: Nope, that's it.

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

Speaker speaker\_2: Bye-bye.