

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 Car. This is Pamela speaking. How may I help you? Uh, yes. I just, uh, would like to enroll for, um, insurance please. You would like to enroll the health benefits, sir? Yes. May I have the last four digits of the social and the staff and agency you work for? 8186, Create a Circle. 8186, right? Yes. And your first and last name? Sergio Robertson. Mr. Robertson, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? 8517 Emerson Avenue, Apartment 3, Los Angeles, California 90045. Um, and what else did you need? Address and- The date of birth. 07/29/84. Thank you for the information. We have a telephone number on file, 310-988-9895. And your email is sroberts@la1@gmail.com? Correct. And how may I help you, sir? What would you like to en- Enroll for insurance. Yes. What would you like to enroll? Um, health, uh, or health and, uh, vision. I see that you were previously, previously enrolled in the InsuredPlus Enhanced Dental Life Vision and Behavioral Health. Well, the dental and vision, um, let's see, they come automatically as a bundle with the life insurance. So I know I had insurance with ATL before, can I keep the same thing as what I had before? Yeah, sure. Okay, perfect. And then I do have a health card here. Is it the same thing as an individual, the individual... I can give you the policy because this is Carrington, correct? Carrington Solutions. Mm-hmm for the dental. Yeah. Yeah. So I have- But, um... Okay. Um, 2022, that was October. You might be able to use the same one. Um, I'm not quite sure. Uh, it's been less than six months, but you have to wait for the comp- for the benefits to be active. And when will they be active? Uh, it takes about two, two, three weeks for them to kick in. Got it. Okay. All right, um- Today and this- Okay. Yeah. It might take one or two weeks for them to kick in. All right. Um, so the benefits will start the following Monday after, um, we receive the first premium. Then, as usual, usual, the ID card will arrive within seven to 10 days. Now, if you want to give us a call after you see the first premium, and we could verify if you'll be able to use the same ID card. Okay, but as of right now, I don't have insurance. Yes, sir. Exactly. Okay. Okay. Anything- All right then, so I should call back when? Um, I will see, like if everything goes as planned and Create a Circle process the enrollment after they receive the information, most likely your ID, new benefits will be active on the 3rd of February. Hmm, okay. So I should call back... I guess, I don't know. I would usually call on the, on the 4th or 5th, just to double check. Okay. And then my insurance should kick in by the 4th? It should kick in on the 3rd if we receive the payment from Create a Circle. But to make sure you are able to use the same ID card, I would suggest you to give us a call on the 4th or the 5th. Okay, sounds good. Great. All right. Thank you so much. Sure. Thank you. No, that'll be it. Bye-bye. Thank you. 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: Uh, yes. I just, uh, would like to enroll for, um, insurance please.

Speaker speaker_1: You would like to enroll the health benefits, sir?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last four digits of the social and the staff and agency you work for?

Speaker speaker_2: 8186, Create a Circle.

Speaker speaker_1: 8186, right?

Speaker speaker_2: Yes.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Sergio Robertson.

Speaker speaker_1: Mr. Robertson, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: 8517 Emerson Avenue, Apartment 3, Los Angeles, California 90045. Um, and what else did you need? Address and-

Speaker speaker_1: The date of birth.

Speaker speaker_2: 07/29/84.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 310-988-9895. And your email is sroberts@la1@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: And how may I help you, sir? What would you like to en-

Speaker speaker_2: Enroll for insurance.

Speaker speaker_1: Yes. What would you like to enroll?

Speaker speaker_2: Um, health, uh, or health and, uh, vision.

Speaker speaker_1: I see that you were previously, previously enrolled in the InsuredPlus Enhanced Dental Life Vision and Behavioral Health. Well, the dental and vision, um, let's see, they come automatically as a bundle with the life insurance.

Speaker speaker_2: So I know I had insurance with ATL before, can I keep the same thing as what I had before?

Speaker speaker_1: Yeah, sure.

Speaker speaker_2: Okay, perfect. And then I do have a health card here. Is it the same thing as an individual, the individual... I can give you the policy because this is Carrington, correct? Carrington Solutions.

Speaker speaker_1: Mm-hmm for the dental.

Speaker speaker_2: Yeah. Yeah. So I have-

Speaker speaker_1: But, um... Okay. Um, 2022, that was October. You might be able to use the same one. Um, I'm not quite sure. Uh, it's been less than six months, but you have to wait for the comp- for the benefits to be active.

Speaker speaker_2: And when will they be active?

Speaker speaker_1: Uh, it takes about two, two, three weeks for them to kick in.

Speaker speaker_2: Got it. Okay. All right, um-

Speaker speaker_1: Today and this-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. It might take one or two weeks for them to kick in.

Speaker speaker_2: All right.

Speaker speaker_1: Um, so the benefits will start the following Monday after, um, we receive the first premium. Then, as usual, usual, the ID card will arrive within seven to 10 days. Now, if you want to give us a call after you see the first premium, and we could verify if you'll be able to use the same ID card.

Speaker speaker_2: Okay, but as of right now, I don't have insurance.

Speaker speaker_1: Yes, sir. Exactly.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Anything-

Speaker speaker_2: All right then, so I should call back when?

Speaker speaker_1: Um, I will see, like if everything goes as planned and Create a Circle process the enrollment after they receive the information, most likely your ID, new benefits will be active on the 3rd of February.

Speaker speaker_2: Hmm, okay. So I should call back... I guess, I don't know.

Speaker speaker_1: I would usually call on the, on the 4th or 5th, just to double check.

Speaker speaker_2: Okay. And then my insurance should kick in by the 4th?

Speaker speaker_1: It should kick in on the 3rd if we receive the payment from Create a Circle. But to make sure you are able to use the same ID card, I would suggest you to give us a call on the 4th or the 5th.

Speaker speaker_2: Okay, sounds good.

Speaker speaker_1: Great.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: Sure. Thank you.

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.