

Transcript: Pearl

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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. My name is Pearl Hood, who are you speaking with? Um, my name's Terri Gilson, uh, T-E-R-R-I G-I-L-S-O-N. And how can I assist you? Um, yes, it's open enrollment for Tara Staffing. And what, um, what are the last four digits of your Social? 1904. All righty. And, and you're wanting to enroll today? Yeah. Can you confirm your address and date of birth for me? Date of birth? Sorry, you broke up a little bit. Yes, your address and date of birth. Oh, yeah. It's 10951 North 91st Avenue, Lot 175, Peoria, Arizona 85345, and then 32168. All righty, and 602-366-5964? Yes. And I have your email address as rrglsn@hotmail.com? Yes. All righty. Bear with me one moment. All righty, you are eligible to enroll in coverage today. Do you know what you're wanting to enroll in? Just a, um... I don't, I don't know what you have to offer, what next step, my email and password, and then I registered and it wouldn't send me a email or text. Okay, if you'd like, I can send you a copy of the benefit guide through your email. It'll show you the plan, each service, and how much it costs a week depending on who you cover. Okay. So it's just me, so... Do you have, like, UnitedHealth? Um, so these, they're limited benefits plans. Give me one second. Oh, okay. And the plans are called... Oh, give me one second. Okay. So there's actually VIP plans, um, VIP Standard Bundle, VIP Plus Bundle, um, and the, the basic difference between the two is a dollar a month that they cover for each service. The guide that I'm gonna show you shows you all the plans in a chart and what they cost, um, that way you can take a look and see which best fits you. Okay, so then I just call you back, or do I just look real quick? Um, you can give us a call back. We're here until 8:00 PM Eastern Standard Time, um, and then any agents you speak to will ... getting enrolled. Okay. Appreciate you. Have a good day. You as well. You as well. 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 Card. My name is Pearl Hood, who are you speaking with?

Speaker speaker_2: Um, my name's Terri Gilson, uh, T-E-R-R-I G-I-L-S-O-N.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yes, it's open enrollment for Tara Staffing.

Speaker speaker_1: And what, um, what are the last four digits of your Social?

Speaker speaker_2: 1904.

Speaker speaker_1: All righty. And, and you're wanting to enroll today?

Speaker speaker_2: Yeah.

Speaker speaker_1: Can you confirm your address and date of birth for me?

Speaker speaker_2: Date of birth? Sorry, you broke up a little bit.

Speaker speaker_1: Yes, your address and date of birth.

Speaker speaker_2: Oh, yeah. It's 10951 North 91st Avenue, Lot 175, Peoria, Arizona 85345, and then 32168.

Speaker speaker_1: All righty, and 602-366-5964?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as rrghlsn@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Bear with me one moment. All righty, you are eligible to enroll in coverage today. Do you know what you're wanting to enroll in?

Speaker speaker_2: Just a, um... I don't, I don't know what you have to offer, what next step, my email and password, and then I registered and it wouldn't send me a email or text.

Speaker speaker_1: Okay, if you'd like, I can send you a copy of the benefit guide through your email. It'll show you the plan, each service, and how much it costs a week depending on who you cover.

Speaker speaker_2: Okay. So it's just me, so... Do you have, like, UnitedHealth?

Speaker speaker_1: Um, so these, they're limited benefits plans. Give me one second.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And the plans are called... Oh, give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: So there's actually VIP plans, um, VIP Standard Bundle, VIP Plus Bundle, um, and the, the basic difference between the two is a dollar a month that they cover for each service. The guide that I'm gonna show you shows you all the plans in a chart and what they cost, um, that way you can take a look and see which best fits you.

Speaker speaker_2: Okay, so then I just call you back, or do I just look real quick?

Speaker speaker_1: Um, you can give us a call back. We're here until 8:00 PM Eastern Standard Time, um, and then any agents you speak to will

Speaker speaker_3: ... getting enrolled.

Speaker speaker_2: Okay. Appreciate you. Have a good day.

Speaker speaker_1: You as well. You as well.

Speaker speaker_2: Bye-bye.