

Transcript: Priscilla

Torrales-4924195944710144-6039261511335936

Full Transcript

Good afternoon. Thank you for calling Benefits in the Car. And my name is Priscilla. Who do I have the pleasure of speaking to? Anika Bronson. And what staffing agency do you work for? And could I have your last four digits of your Social Security number? Surge 6453. What was that last name once again? Bronson. How about you spell that for me? B-R-O-N-S-O-N. All right. Bear with me one second. All right. Can you confirm your address you have on file with us? 130 R- Yes. ... A E- Uh-huh. ... Avenue, Mansfield, Ohio. ZIP Code and could I have your date of birth, please? July 28th, 1992. And what is your ZIP Code for your address? 44903. Okay. Could I have your, uh, your phone number here? And write this as 419-610-3551. Yes. And then I have an email here, anikanay20@yahoo.com. 2011. Excuse me? Anikanay2011@yahoo.com. 2011 Yahoo dot com. Let me up that for you and we'll update that. Okay. How can I assist you, Ms. Bronson? Um, uh, B-I-F, BIC, what's that? Benefits for the card? Mm-hmm. We are, we are uh, we are an insurance company and we, we do, we offer benefits for, uh, when you offer from your staffing agencies. Okay. And this is, did you get an email, um, text message or anything, um- Yes. ... wanting to enroll? Yes. Mm-hmm. Okay. Have you looked over any benefit cards that anybody has spoken to you about, um, the information or anything, what you're looking for too for coverage? No. I'm just gonna call back. Okay. So we have auto enrollment. Um, yeah, auto enrollment period in, bear with me one sec. Bear with me one second. I'll let you know. All right. You have your open enrollment days here for Surge, um, in August. Okay. Okay? If we do not, um, if we do not hear from you within those 30 days, you will be auto enrolled, um, in your company unless you want to decline. Okay. Okay? Anything else I can help you with, Ms. Bronson? No. Thank you. All right. Thank you for calling Benefits in the Car. Have a wonderful day. You too. Thanks.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in the Car. And my name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Anika Bronson.

Speaker speaker_0: And what staffing agency do you work for? And could I have your last four digits of your Social Security number?

Speaker speaker_1: Surge 6453.

Speaker speaker_0: What was that last name once again?

Speaker speaker_1: Bronson.

Speaker speaker_0: How about you spell that for me?

Speaker speaker_1: B-R-O-N-S-O-N.

Speaker speaker_0: All right. Bear with me one second. All right. Can you confirm your address you have on file with us?

Speaker speaker_1: 130 R-

Speaker speaker_0: Yes.

Speaker speaker_1: ... A E-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... Avenue, Mansfield, Ohio.

Speaker speaker_0: ZIP Code and could I have your date of birth, please?

Speaker speaker_1: July 28th, 1992.

Speaker speaker_0: And what is your ZIP Code for your address?

Speaker speaker_1: 44903.

Speaker speaker_0: Okay. Could I have your, uh, your phone number here? And write this as 419-610-3551.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have an email here, anikanay20@yahoo.com.

Speaker speaker_1: 2011.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Anikanay2011@yahoo.com.

Speaker speaker_0: 2011 Yahoo dot com. Let me up that for you and we'll update that. Okay. How can I assist you, Ms. Bronson?

Speaker speaker_1: Um, uh, B-I-F, BIC, what's that?

Speaker speaker_0: Benefits for the card?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We are, we are uh, we are an insurance company and we, we do, we offer benefits for, uh, when you offer from your staffing agencies.

Speaker speaker_1: Okay.

Speaker speaker_0: And this is, did you get an email, um, text message or anything, um-

Speaker speaker_1: Yes.

Speaker speaker_0: ... wanting to enroll?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Okay. Have you looked over any benefit cards that anybody has spoken to you about, um, the information or anything, what you're looking for too for coverage?

Speaker speaker_1: No. I'm just gonna call back.

Speaker speaker_0: Okay. So we have auto enrollment. Um, yeah, auto enrollment period in, bear with me one sec. Bear with me one second. I'll let you know. All right. You have your open enrollment days here for Surge, um, in August.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? If we do not, um, if we do not hear from you within those 30 days, you will be auto enrolled, um, in your company unless you want to decline.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Anything else I can help you with, Ms. Bronson?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: All right. Thank you for calling Benefits in the Car. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thanks.