

Transcript: Priscilla

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Full Transcript

Welcome to Benefits in a Car. My name is Priscilla. How may I assist you? Um, my name is Caden Ramold. I was just calling to look at my plan, uh, just to see, like, if I have dental insurance. Okay. May I please have the name of the employer, the last four digits of your Social Security number, please, to locate your account? Uh, 4799. Okay. For security purposes, could you please verify your address and date of birth? I'm sorry, can you say that one more time? It's kind of hard to hear you. All right. For security purposes, could you please verify your address and date of birth, please? Uh, 1718 West 3rd Street, Hastings, Nebraska. And, uh, May 18th of 2006. Okay, and what staffing agency are you under? Uh, Associated Staffing. Okay. If you can bear with me just one second, I'ma put you on... Um, bear with me one second, because I can't... I'm trying to share, here. Okay. Yeah, one second. Oh my God. Make sure it was. Thank you for holding. All right- Sorry about that. Um... All right, we have your phone number as 402-902-0121. Uh, yes. Okay. And your email is <[nbrener]>No lo voy a pasar. <[nbrener]> padamando465@gmail.com? Yeah. Okay. And can you confirm your home address for me, that we have on file? Uh, 1718 West 3rd Street, Hastings, Nebraska. Awesome. Thank you so much. Okay, and o-once again, what can I help you? Um, I was just calling to check if I have dental insurance. If not, can I apply for it? Okay, bear with me one second. Okay, looking here on your account, you do not have any dental, um, benefits. So can I... Is there a way to, like, apply for it? Uh, yes. You, you can enroll into your dental insurance. How, how would I, uh, do that? Uh, bear with me one second. I'll look at. Okay, looking here, you are out of the open enrollment right now. Okay. So, you cannot enroll right at the moment, um... So when would I be able to enroll? Okay. So if you have it, your, um... If you have qualified life insurance, you are eligib- eligible to, um, sign up for dental insurance. If not, you have to wait for your open enrollment date from your company. Okay. Could you- Would there be a way to apply... Would there be a way to apply for the life insurance through you guys? No, sir. You're out of your, um, per-... On open enrollment. Okay. You have to wait until the next company open enrollment date. Alrighty. Thank you. All right. Anything else I can help you with, sir? Uh, nope. I... That's it. All right, perfect. Thanks for calling Benefits in a Car. Have a wonderful day. Yes, thanks.

Conversation Format

Speaker speaker_0: Welcome to Benefits in a Car. My name is Priscilla. How may I assist you?

Speaker speaker_1: Um, my name is Caden Ramold. I was just calling to look at my plan, uh, just to see, like, if I have dental insurance.

Speaker speaker_0: Okay. May I please have the name of the employer, the last four digits of your Social Security number, please, to locate your account?

Speaker speaker_1: Uh, 4799.

Speaker speaker_0: Okay. For security purposes, could you please verify your address and date of birth?

Speaker speaker_1: I'm sorry, can you say that one more time? It's kind of hard to hear you.

Speaker speaker_0: All right. For security purposes, could you please verify your address and date of birth, please?

Speaker speaker_1: Uh, 1718 West 3rd Street, Hastings, Nebraska. And, uh, May 18th of 2006.

Speaker speaker_0: Okay, and what staffing agency are you under?

Speaker speaker_1: Uh, Associated Staffing.

Speaker speaker_0: Okay. If you can bear with me just one second, I'ma put you on... Um, bear with me one second, because I can't... I'm trying to share, here.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, one second.

Speaker speaker_2: Oh my God.

Speaker speaker_3: Make sure it was.

Speaker speaker_0: Thank you for holding. All right-

Speaker speaker_2: Sorry about that.

Speaker speaker_0: Um... All right, we have your phone number as 402-902-0121.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. And your email is <|nbrener|>No lo voy a pasar. <|nbrener|>padamando465@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And can you confirm your home address for me, that we have on file?

Speaker speaker_1: Uh, 1718 West 3rd Street, Hastings, Nebraska.

Speaker speaker_0: Awesome. Thank you so much. Okay, and o-once again, what can I help you?

Speaker speaker_1: Um, I was just calling to check if I have dental insurance. If not, can I apply for it?

Speaker speaker_0: Okay, bear with me one second. Okay, looking here on your account, you do not have any dental, um, benefits.

Speaker speaker_1: So can I... Is there a way to, like, apply for it?

Speaker speaker_0: Uh, yes. You, you can enroll into your dental insurance.

Speaker speaker_1: How, how would I, uh, do that?

Speaker speaker_0: Uh, bear with me one second. I'll look at. Okay, looking here, you are out of the open enrollment right now.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you cannot enroll right at the moment, um...

Speaker speaker_1: So when would I be able to enroll?

Speaker speaker_0: Okay. So if you have it, your, um... If you have qualified life insurance, you are eligib- eligible to, um, sign up for dental insurance. If not, you have to wait for your open enrollment date from your company.

Speaker speaker_1: Okay.

Speaker speaker_0: Could you-

Speaker speaker_1: Would there be a way to apply... Would there be a way to apply for the life insurance through you guys?

Speaker speaker_0: No, sir. You're out of your, um, per-... On open enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: You have to wait until the next company open enrollment date.

Speaker speaker_1: Alrighty. Thank you.

Speaker speaker_0: All right. Anything else I can help you with, sir?

Speaker speaker_1: Uh, nope. I... That's it.

Speaker speaker_0: All right, perfect. Thanks for calling Benefits in a Car. Have a wonderful day.

Speaker speaker_1: Yes, thanks.