

Transcript: Sara

Marulanda-5403665286250496-6543729995235328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Hey, Sarah, my name's Chris Kelly, good morning. Good morning. Mr. Kelly, how may I help you? I was looking, uh, to enroll in a dental plan. Sure, I can help you with that. May I have, please, the name of the agency that you are working with, and the last four of your social? Oxford 2235. Okay. Uh, Mr. Kelly, just for security purposes, can you please verify your address and date of birth? Yes. I'm not sure what address you have on file. Is it a Pennsylvania one or a Massachusetts one for me? A Pennsylvania one. 'Cause you're not here. Oh, uh, okay. It's 353 North Mountain Avenue, Easton, PA. Um, and what was the second question? What is your date of birth? Oh, 31/79. And is your email CMK112@hotmail.com? Yes, ma'am. And is your phone number 484-541-6844? Yes, ma'am. Thank you very much. Okay, so you want a Just Dental plan? Yes, just for now. How long will that take to, to be active? Okay. Uh, you need to allow one to two weeks- Okay. ... for it to start making deductions. Okay, and, uh, is that gonna be just for yourself? Yeah. Okay. So that's gonna be \$3.64. As I told you, please allow one to two weeks for your employer to start making deductions. Once this action the following Monday, that's when the coverage will become active, and you will have received your ID cards by the end of that week. If you have not received them by the end of the week after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Can I give you an alternate address to send it? Because I'm not at that address. Uh, that's my home, but I'm on a contract in a different state. Okay. Uh, in that case, I would have to change the address there. Is that okay with you? Or is it, is it possible to email it, the cards? Yes! Yes. Of course. That's what I mean if- Yeah, yeah, let's email it. Okay -keep that in mind until the coverage becomes active. So yes. Can you hear? Hello? Yes, I'm here. I'm sorry. Mr. Christopher? Yes. Okay. Hello? So, uh, o-once, once you see the first deduction... Hello, sir, can you hear me? I can hear you. Can you hear me? Hello, Mr. Christopher, are you there? Can you hear me? Yes, I can hear you. Yes, I can. Okay. Okay. I heard, I heard you. So once you see- . Once... Go ahead, sir, I'm sorry. No, I coughed, I'm sorry. Okay. Okay, um, I think is your phone... Okay, let's try. Yes. If... Okay, o-once you see, once you see the first deduction, please give us a call. That way we can, um, check for your ID cards and send them to your mailing address. To your email address, I'm sorry. Okay. That's perfect. Okay. But just give us a, a call, um, uh, w-we don't have the access to be checking on when your coverage becomes active . Not a problem. All righty, sir. Um, other than that, is there anything else that I can help you with? I'm all good. I appreciate your help. You're more than welcome, sir. Have a wonderful day and thank you for calling Benefits in a Card. All right, thank you. Bye-bye. Bye-bye, sir. Have a great day.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please?

Hey, Sarah, my name's Chris Kelly, good morning. Good morning. Mr. Kelly, how may I help you? I was looking, uh, to enroll in a dental plan. Sure, I can help you with that. May I have, please, the name of the agency that you are working with, and the last four of your social? Oxford 2235. Okay. Uh, Mr. Kelly, just for security purposes, can you please verify your address and date of birth? Yes. I'm not sure what address you have on file. Is it a Pennsylvania one or a Massachusetts one for me? A Pennsylvania one. 'Cause you're not here. Oh, uh, okay. It's 353 North Mountain Avenue, Easton, PA. Um, and what was the second question? What is your date of birth? Oh, 31/79. And is your email CMK112@hotmail.com? Yes, ma'am. And is your phone number 484-541-6844? Yes, ma'am. Thank you very much. Okay, so you want a Just Dental plan? Yes, just for now. How long will that take to, to be active? Okay. Uh, you need to allow one to two weeks- Okay. ... for it to start making deductions. Okay, and, uh, is that gonna be just for yourself? Yeah. Okay. So that's gonna be \$3.64. As I told you, please allow one to two weeks for your employer to start making deductions. Once this action the following Monday, that's when the coverage will become active, and you will have received your ID cards by the end of that week. If you have not received them by the end of the week after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Can I give you an alternate address to send it? Because I'm not at that address. Uh, that's my home, but I'm on a contract in a different state. Okay. Uh, in that case, I would have to change the address there. Is that okay with you? Or is it, is it possible to email it, the cards? Yes! Yes. Of course. That's what I mean if- Yeah, yeah, let's email it. Okay -keep that in mind until the coverage became active. So yes. Can you hear? Hello? Yes, I'm here. I'm sorry. Mr. Christopher? Yes. Okay. Hello? So, uh, o-once, once you see the first deduction... Hello, sir, can you hear me? I can hear you. Can you hear me? Hello, Mr. Christopher, are you there? Can you hear me? Yes, I can hear you. Yes, I can. Okay. Okay. I heard, I heard you. So once you see- . Once... Go ahead, sir, I'm sorry. No, I coughed, I'm sorry. Okay. Okay, um, I think is your phone... Okay, let's try. Yes. If... Okay, o-once you see, once you see the first deduction, please give us a call. That way we can, um, check for your ID cards and send them to your mailing address. To your email address, I'm sorry. Okay. That's perfect. Okay. But just give us a, a call, um, uh, w-we don't have the access to be checking on when your coverage became active . Not a problem. All righty, sir. Um, other than that, is there anything else that I can help you with? I'm all good. I appreciate your help. You're more than welcome, sir. Have a wonderful day and thank you for calling Benefits in a Card. All right, thank you. Bye-bye. Bye-bye, sir. Have a great day.