

Transcript: Sara

Marulanda-5974825054683136-6270558316183552

Full Transcript

Thank you for calling Benefits in a Car. Hi, my name is Sarah. May I have your name, please? Uh, yeah, Jose Wilson. Hello, sir. How may I help you? Um, yeah, I was trying to enroll in, uh, dental benefits for the dental insurance. Okay, can, may I have the name of the agency that you're working with and the last four of your Social? Um, let's do a temp agency, Mancam, but I'm through Southside Housing Authority. Okay. And the last four of your Social? 0826. Jose Wilson? Yes, ma'am. And just for security purposes, can you please verify your address and date of birth? 185 Clay Lane, Allen Creek, West Virginia. And 0110200... Email jessaline0211192 Yes, yes. It's jason021119@gmail.com. I need your phone number, 304-915-6583? Mm-hmm. Thank you very much. Okay, and you want to enroll on dental for yourself only or somebody else? Just myself. Okay, dental any- How much is that? \$3.38 per week. Oh, that ain't bad at all. Yeah, yeah, yeah, let me enroll in that. Okay. Anything else that you would like to enroll at? No, that's it. I just need the dental. Okay, sir. So taking a minute, system is thinking. Okay. And when this download, and remember, your, um, this plan is under, it's under Section 125, that means that you're not allowed to make any cancellations unless your company has an open enrollment period like right now or if you have a n defined life event, okay? Okay. Okay, give me a chance, a minute here. I'm waiting for the system. Okay. Okay, sir, your coverage, you need to allow one to two weeks for your coverage to become active. Once you see the first deduction, that means that f-... And if we receive the money the following Monday, that's when your coverage became active. Um, you gonna receive your ID cards by the end of that week. If you have not received them by Thursday or Friday after the first deduction, that means, uh, you need to give us a call back. Uh, we can send you virtual copies while you wait for the hard copy of the ID card to arrive at your mailing address. Okay. Okay, um, do you have any other questions for us? No, that's all. Okay, sir. So thank you for calling Benefits in a Car. I wish you too have a wonderful weekend. You too. Thank you very much. My pleasure. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Car. Hi, my name is Sarah. May I have your name, please? Uh, yeah, Jose Wilson. Hello, sir. How may I help you? Um, yeah, I was trying to enroll in, uh, dental benefits for the dental insurance. Okay, can, may I have the name of the agency that you're working with and the last four of your Social? Um, let's do a temp agency, Mancam, but I'm through Southside Housing Authority. Okay. And the last four of your Social? 0826. Jose Wilson? Yes, ma'am. And just for security purposes, can you please verify your address and date of birth? 185 Clay Lane, Allen Creek, West Virginia. And

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