

Transcript: Sara

Marulanda-6007643885223936-5952712998338560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Cart. My name is Sarah. May I have your name please? Flora Alvarado. Hello, Ms.. Alvarado, did you say? Yes. Hello, Ms. Alvarado, how may I help you? Yes, I had a missed call from you guys. Um, let me check that. May I have the name of the agency that you are working and the last four of your Social? TRC. Okay. And, um, wait, hold on. 6153. 6153. Alvarado, and just for security purposes, can you please verify your address and date of birth? March 4th, 1982. Okay. And your address? Flora Alvarado. Your address. Oh, I'm sorry. I worked by, uh, 51 Valley View Drive, number 38, Cartersville, Georgia 30120. And is your email florDMVazquez@gmail.com? Yes. And is your phone number 770-633-6959. Yes. Okay. Okay, let me check why they called you. Okay, so you say that you would like to enroll in MVP, correct? Yes. Okay. They called you to let you know that you are eligible- Okay. ... for that enrollment, so we need to know if you would like to proceed with the enrollment or not. Yes. Okay. So, um, you have free RX and virtual primary. We have our health ID express, patient and life critical illness, short-term disability, dental and group accident. So you want to keep those plans that you already have? Oh, yeah, I, I was signing up for them. Um, the one for the identity theft- Uh-huh. ... um, I was looking at my, um... I was looking at my- You're talking about the ID Express? Yeah. All State, they do one too, and it says full service registration, no matter how long you complete, 25K and identity theft expense reimbursement. How much is the one you guys offer? Okay, let me check that for you. Okay, ID access applies by ID Express provide identity theft protection to help keep you safe from fraud. Hmm. Uh... It is one million insurance. Okay, I'll get that one then, because this one's only 25,000. Okay. So you want to keep this one? And, um- Mm-hmm. ... and the rest of the additional options, like the free RX, dental, vision, et cetera? Yes. Mm-hmm. Okay. So I'm going to send the information for your MVP enrollment and, um, once I get back the information, um, like when your coverage is going to start and all that, we will give you a call. Okay, ma'am? Okay. All righty then. So anything else that I can help you with? You're good. You're just going to email it to me, right? Yes. Or emails you or calls you or both. Okay. All righty then. All right. Thank you so much. You have a great day and thank you for, uh, calling us back, for return the call. I appreciate it. Have a great day. Mm-hmm. Thank you. Okay. Okay. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Cart. My name is Sarah. May I have your name please? Flora Alvarado. Hello, Ms.. Alvarado, did you say? Yes. Hello, Ms. Alvarado, how may I help

you? Yes, I had a missed call from you guys. Um, let me check that. May I have the name of the agency that you are working and the last four of your Social? TRC. Okay. And, um, wait, hold on. 6153. 6153. Alvarado, and just for security purposes, can you please verify your address and date of birth? March 4th, 1982. Okay. And your address? Flora Alvarado. Your address. Oh, I'm sorry. I worked by, uh, 51 Valley View Drive, number 38, Cartersville, Georgia 30120. And is your email florDMVazquez@gmail.com? Yes. And is your phone number 770-633-6959. Yes. Okay. Okay, let me check why they called you. Okay, so you say that you would like to enroll in MVP, correct? Yes. Okay. They called you to let you know that you are eligible- Okay. ... for that enrollment, so we need to know if you would like to proceed with the enrollment or not. Yes. Okay. So, um, you have free RX and virtual primary. We have our health ID express, patient and life critical illness, short-term disability, dental and group accident. So you want to keep those plans that you already have? Oh, yeah, I, I was signing up for them. Um, the one for the identity theft- Uh-huh. ... um, I was looking at my, um... I was looking at my- You're talking about the ID Express? Yeah. All State, they do one too, and it says full service registration, no matter how long you complete, 25K and identity theft expense reimbursement. How much is the one you guys offer? Okay, let me check that for you. Okay, ID access applies by ID Express provide identity theft protection to help keep you safe from fraud. Hmm. Uh... It is one million insurance. Okay, I'll get that one then, because this one's only 25,000. Okay. So you want to keep this one? And, um- Mm-hmm. ... and the rest of the additional options, like the free RX, dental, vision, et cetera? Yes. Mm-hmm. Okay. So I'm going to send the information for your MVP enrollment and, um, once I get back the information, um, like when your coverage is going to start and all that, we will give you a call. Okay, ma'am? Okay. All righty then. So anything else that I can help you with? You're good. You're just going to email it to me, right? Yes. Or emails you or calls you or both. Okay. All righty then. All right. Thank you so much. You have a great day and thank you for, uh, calling us back, for return the call. I appreciate it. Have a great day. Mm-hmm. Thank you. Okay. Okay. Bye.