

## Transcript: VICTORIA

Taylor-4540141299613696-4916146090590208

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I- Hello. Uh, I had another text from Crown Spillage saying that I got, um, the 30-day benefits... within 30 days benefits, and they told me to call this number before the, the window had closed. Okay. Are you wanting to enroll or are you wanting to decline coverage? Um, enroll. Okay. Um, let's see. What is the last four of your Social? 6968. Your first and last name? Shadarni Knight. You need me to spell it? I think I have you here. Do you mind verifying your address and date of birth? Uh, 15100 Maple Ridge, and then my birthday is on 11/04/2002. Phone number 313-693-2021? Yes. Okay. And then email is just gonna be your first and last name 638@gmail.com. Uh, okay. Let me check. Yep, 638@gmail.com. Yep. Okay. Do you know exactly what you're wanting to enroll into? Um, can you tell me the benefits real quick, because I don't know what all they have? Yeah. Um, so there's a few different medical plans to enroll into. There's things like dental, vision, short-term disability, group accident, term life, behavioral health, and the IDX Social Plus. Um, now there's- Is Health like... I'm sorry to cut you off, but is Health like, um, to get like a doctor or something? For insurance to get a, a doctor? 'Cause that's what I need right now. I need to meet a doctor. Okay. So I think the best thing to do from here is I'm gonna send you a copy of the benefits guide to look over because there's multiple medical plans to choose from and they all vary. Like the way that they work is just dependent on the plan. So the benefits guide that I'm gonna send to you lays them all out, what they cover and how much they cost. That way you can look over it and then when you've made a decision- Uh, oh. ... you can just call us back from there to enroll. Okay. So I ca- I'll have to call you back in within 30 days, right? Yeah, so it looks like you have until the 14th of March to get enrolled. Okay. And, uh, I can call y'all in between what time? Uh, we're open Monday through Friday at 8:00 AM to 8:00 PM Eastern Time. Wait, can you say that again? The phone had broke up. You said the last time what? So Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Okay. Okay. Uh, you can set it up over to me, so I can just call you right back. Yep. I just sent it to your email. Okay. Okay. Give me, um... Can you text me the benefits again? Let me just read over it, and then I'll call you right back. Okay. Yeah, if you, if you wanna look over it and call us back, that's fine. Well, good. Thank you. You're welcome. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I-

Speaker speaker\_1: Hello. Uh, I had another text from Crown Spillage saying that I got, um, the 30-day benefits... within 30 days benefits, and they told me to call this number before the, the window had closed.

Speaker speaker\_0: Okay. Are you wanting to enroll or are you wanting to decline coverage?

Speaker speaker\_1: Um, enroll.

Speaker speaker\_0: Okay. Um, let's see. What is the last four of your Social?

Speaker speaker\_1: 6968.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Shadarni Knight. You need me to spell it?

Speaker speaker\_0: I think I have you here. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 15100 Maple Ridge, and then my birthday is on 11/04/2002.

Speaker speaker\_0: Phone number 313-693-2021?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then email is just gonna be your first and last name 638@gmail.com.

Speaker speaker\_1: Uh, okay. Let me check. Yep, 638@gmail.com. Yep.

Speaker speaker\_0: Okay. Do you know exactly what you're wanting to enroll into?

Speaker speaker\_1: Um, can you tell me the benefits real quick, because I don't know what all they have?

Speaker speaker\_0: Yeah. Um, so there's a few different medical plans to enroll into. There's things like dental, vision, short-term disability, group accident, term life, behavioral health, and the IDX Social Plus. Um, now there's-

Speaker speaker\_1: Is Health like... I'm sorry to cut you off, but is Health like, um, to get like a doctor or something? For insurance to get a, a doctor? 'Cause that's what I need right now. I need to meet a doctor.

Speaker speaker\_0: Okay. So I think the best thing to do from here is I'm gonna send you a copy of the benefits guide to look over because there's multiple medical plans to choose from and they all vary. Like the way that they work is just dependent on the plan. So the benefits guide that I'm gonna send to you lays them all out, what they cover and how much they cost. That way you can look over it and then when you've made a decision-

Speaker speaker\_1: Uh, oh.

Speaker speaker\_0: ... you can just call us back from there to enroll.

Speaker speaker\_1: Okay. So I ca- I'll have to call you back in within 30 days, right?

Speaker speaker\_0: Yeah, so it looks like you have until the 14th of March to get enrolled.

Speaker speaker\_1: Okay. And, uh, I can call y'all in between what time?

Speaker speaker\_0: Uh, we're open Monday through Friday at 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_1: Wait, can you say that again? The phone had broke up. You said the last time what?

Speaker speaker\_0: So Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. Okay. Uh, you can set it up over to me, so I can just call you right back.

Speaker speaker\_0: Yep. I just sent it to your email.

Speaker speaker\_1: Okay. Okay. Give me, um... Can you text me the benefits again? Let me just read over it, and then I'll call you right back.

Speaker speaker\_0: Okay. Yeah, if you, if you wanna look over it and call us back, that's fine.

Speaker speaker\_1: Well, good. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.