

Transcript: VICTORIA

Taylor-4577435210956800-5712036599906304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Victoria. How can I help you? Uh, yes, I had just started a temp agency called, uh, Partners Personal Health, and I had, uh, declined the insurance at first, but I wanted to see if I can get the insurance through y'all. Okay. Uh, what's the last four of your social? It should be 9508. And your first and last name? S-H-A, last name Everhart. First name is S-H-A? Yes, ma'am. Okay. And last name Everhart, E-V-E-R-H-E-A-R-T? No, H-A-R-T. Okay. Um, have you received your first paycheck from them yet? Not yet. Okay. Yeah, I don't have a file for you in the system just yet. Do you know what you're wanting- Okay. ... to enroll into specifically? Not right off hand, I don't. I want to try to get medical, vision and dental. Okay. Um, so there's a couple different medical plans to choose from. What I can do- Okay. ... is I can email you a copy of the benefits guide so you can look over them. That would be fine. Um, and then once you make a decision, just call us back to get enrolled. Uh, as of right now, since we- Okay. ... don't have a file for you, once you call back- Uh-huh. ... we may need to make a file for you. But after that, we can get you enrolled. Okay. All right. I appreciate your help. Thank you, ma'am. Yes, ma'am. I'll send that to you. What would be a good email? My first and last name one at gmail.com. Okay. So S-H-A E-V-E-R H-A-R-T, the number one at gmail.com? Yes, ma'am. All righty. And then just to let you know, you typically have 30 days from the date of your first check to get enrolled. Okay. Okay. Um, did you need help with anything else? Okay. All right. That's too much. Tattoos done. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, I had just started a temp agency called, uh, Partners Personal Health, and I had, uh, declined the insurance at first, but I wanted to see if I can get the insurance through y'all.

Speaker speaker_1: Okay. Uh, what's the last four of your social?

Speaker speaker_2: It should be 9508.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: S-H-A, last name Everhart.

Speaker speaker_1: First name is S-H-A?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And last name Everhart, E-V-E-R-H-E-A-R-T?

Speaker speaker_2: No, H-A-R-T.

Speaker speaker_1: Okay. Um, have you received your first paycheck from them yet?

Speaker speaker_2: Not yet.

Speaker speaker_1: Okay. Yeah, I don't have a file for you in the system just yet. Do you know what you're wanting-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to enroll into specifically?

Speaker speaker_2: Not right off hand, I don't. I want to try to get medical, vision and dental.

Speaker speaker_1: Okay. Um, so there's a couple different medical plans to choose from. What I can do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is I can email you a copy of the benefits guide so you can look over them.

Speaker speaker_2: That would be fine.

Speaker speaker_1: Um, and then once you make a decision, just call us back to get enrolled. Uh, as of right now, since we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... don't have a file for you, once you call back-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... we may need to make a file for you. But after that, we can get you enrolled.

Speaker speaker_2: Okay. All right. I appreciate your help. Thank you, ma'am.

Speaker speaker_1: Yes, ma'am. I'll send that to you. What would be a good email?

Speaker speaker_2: My first and last name one at gmail.com.

Speaker speaker_1: Okay. So S-H-A E-V-E-R H-A-R-T, the number one at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. And then just to let you know, you typically have 30 days from the date of your first check to get enrolled.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Um, did you need help with anything else?

Speaker speaker_2: Okay. All right. That's too much. Tattoos done. Okay.