

Transcript: VICTORIA

Taylor-4609829524258816-5785127024377856

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello. Good afternoon. Hi. How can I help you? Uh, I am calling because I receive a text message, uh, to the- I am, I am working with H-HSS. I received a text message saying that I have to call this number so I can get enrolled. Okay, yeah. So this is for the health insurance that they offer. Okay. Do you know what you're wanting to enroll into specifically? Uh, no. They just sent me the text message and, and I, I called so I can have a, a better idea. Okay. Um, what I can do because there's a couple different plans to choose from, if you have a good email I can send you the benefits guide and it'll go over, um, all the plans, what they cover and how much they cost. Okay, okay. Can I give you my, my, my, my email right now? Yeah. What would be a good email for you? Uh, V-E-N-I-S-E S-T F-R-E-R-E @gmail.com. Okay. So, V as in Victor, E-N-I-S as in sam, E-S as in sam, T-R... Or, I'm sorry, F as in frank, and then R-E-R-E @gmail.com? Yes. Okay. I will send that to you. Um, are you a new hire with them? Can you repeat for me? Did you just get hired on with them? Yes. Okay. So, they will give you, uh, 30 days from the date of your first check to get enrolled. So, once you know, um, of what you want to enroll into, just call us back there. Okay. So, I, I can call back to... on the phone number, right? The, yes, you call us back on the same phone number. Okay, thank you. You're welcome. Have a good day. Ta-ta, bye-bye. Bye-bye. Oh my God. Do you need me to disconnect the call?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hello. Good afternoon.

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: Uh, I am calling because I receive a text message, uh, to the- I am, I am working with H-HSS. I received a text message saying that I have to call this number so I can get enrolled.

Speaker speaker_0: Okay, yeah. So this is for the health insurance that they offer.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you know what you're wanting to enroll into specifically?

Speaker speaker_1: Uh, no. They just sent me the text message and, and I, I called so I can have a, a better idea.

Speaker speaker_0: Okay. Um, what I can do because there's a couple different plans to choose from, if you have a good email I can send you the benefits guide and it'll go over, um, all the plans, what they cover and how much they cost.

Speaker speaker_1: Okay, okay. Can I give you my, my, my, my email right now?

Speaker speaker_0: Yeah. What would be a good email for you?

Speaker speaker_1: Uh, V-E-N-I-S-E S-T F-R-E-R-E @gmail.com.

Speaker speaker_0: Okay. So, V as in Victor, E-N-I-S as in sam, E-S as in sam, T-R... Or, I'm sorry, F as in frank, and then R-E-R-E @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will send that to you. Um, are you a new hire with them?

Speaker speaker_1: Can you repeat for me?

Speaker speaker_0: Did you just get hired on with them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, they will give you, uh, 30 days from the date of your first check to get enrolled. So, once you know, um, of what you want to enroll into, just call us back there.

Speaker speaker_1: Okay. So, I, I can call back to... on the phone number, right?

Speaker speaker_0: The, yes, you call us back on the same phone number.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Ta-ta, bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: Oh my God.

Speaker speaker_0: Do you need me to disconnect the call?