

Transcript: VICTORIA

Taylor-4611894046408704-4652679156514816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Cards. This is Victoria. How can I help you? Hi, my name is Michelle Montgomery and I'm calling to see is it too late to sign up for my benefits? Okay. What's the name of the agency you work for? I work for ATC. And the last four of your Social? 5305. Okay. And, um, I'm sorry, your first and last name again? Michelle Montgomery. Okay. Do you mind verifying your address and date of birth? Um, I don't know if they have my new address, but my new address is 2308, um, Mimosa Drive, Valdosta, Georgia 31602. Yeah, it looks like I have a different address. Um, I moved from 124 Audrey Lane, Hahira 316... I think it's 16. Yeah, so it looks like I have a Thomasville address. Oh, they have my- Do you have one? Yeah, yeah, they have my original one from when I moved to Georgia. It's, um, 251 Tall Timbers Road, Thomasville, Georgia 31757. Okay. So that needs to be updated. What is your current address? It is 2308 Mimosa Drive, Apartment B, Valdosta, Georgia 31602. Do you mind spelling the, uh, name of the street for me? Yes, it's M-I-M-O-S-A Drive. Okay. And you said Apartment B? Yes, ma'am. Okay, give me one second. Mm-hmm. And your date of birth? Is 5-28-1987. Phone number is 716-308-5506? Yes. Okay. And then email is michelle28_7@... uh, hotmail.com? Yeah. Okay. So it looks like you're actually already enrolled, um, into the VIP Prime, the dental and the vision for employee only. Oh, okay. So they... I, I can't sign up for the medical, like the health insurance? Well, you're already enrolled into the medical. That's what the VIP Prime is. Oh, the... Okay, so they only do vision and dental? No, I mean, so you have the dental and the vision and then you have the VIP Prime Hospital Indemnity Plan. So that's your medical. Oh. And how much is that a month or every check? What you pay for it weekly is \$49.20. Okay. And, and would I be able to get a card sent to my new address? Yeah, I can, um, update your address on all, all of our systems. I can also look up, um, copies and email that to you. Uh, if you will- Okay. ... give me just a few moments, I'm gonna put you on a brief hold while I do that. Okay. Thank you so much. Thank you. Thank you so much for holding. So I sent some ID cards to your email and then also updated your address and put in a request to have the, um, ID cards mailed to you. All right. Thank you so much. I appreciate your help. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Cards. This is Victoria. How can I help you?

Speaker speaker_2: Hi, my name is Michelle Montgomery and I'm calling to see is it too late to sign up for my benefits?

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: I work for ATC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5305.

Speaker speaker_1: Okay. And, um, I'm sorry, your first and last name again?

Speaker speaker_2: Michelle Montgomery.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, I don't know if they have my new address, but my new address is 2308, um, Mimosa Drive, Valdosta, Georgia 31602.

Speaker speaker_1: Yeah, it looks like I have a different address.

Speaker speaker_2: Um, I moved from 124 Audrey Lane, Hahira 316... I think it's 16.

Speaker speaker_1: Yeah, so it looks like I have a Thomasville address.

Speaker speaker_2: Oh, they have my-

Speaker speaker_1: Do you have one?

Speaker speaker_2: Yeah, yeah, they have my original one from when I moved to Georgia. It's, um, 251 Tall Timbers Road, Thomasville, Georgia 31757.

Speaker speaker_1: Okay. So that needs to be updated. What is your current address?

Speaker speaker_2: It is 2308 Mimosa Drive, Apartment B, Valdosta, Georgia 31602.

Speaker speaker_1: Do you mind spelling the, uh, name of the street for me?

Speaker speaker_2: Yes, it's M-I-M-O-S-A Drive.

Speaker speaker_1: Okay. And you said Apartment B?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Is 5-28-1987.

Speaker speaker_1: Phone number is 716-308-5506?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is michelle28_7@... uh, hotmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So it looks like you're actually already enrolled, um, into the VIP Prime, the dental and the vision for employee only.

Speaker speaker_2: Oh, okay. So they... I, I can't sign up for the medical, like the health insurance?

Speaker speaker_1: Well, you're already enrolled into the medical. That's what the VIP Prime is.

Speaker speaker_2: Oh, the... Okay, so they only do vision and dental?

Speaker speaker_1: No, I mean, so you have the dental and the vision and then you have the VIP Prime Hospital Indemnity Plan. So that's your medical.

Speaker speaker_2: Oh. And how much is that a month or every check?

Speaker speaker_1: What you pay for it weekly is \$49.20.

Speaker speaker_2: Okay. And, and would I be able to get a card sent to my new address?

Speaker speaker_1: Yeah, I can, um, update your address on all, all of our systems. I can also look up, um, copies and email that to you. Uh, if you will-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give me just a few moments, I'm gonna put you on a brief hold while I do that.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you. Thank you so much for holding. So I sent some ID cards to your email and then also updated your address and put in a request to have the, um, ID cards mailed to you.

Speaker speaker_3: All right. Thank you so much. I appreciate your help.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.