

Transcript: VICTORIA

Taylor-4670902624632832-4580412227108864

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How are you doing, ma'am? I'm calling to see if it's, uh, do I still have time to apply for benefits? Uh, what's the name of the agency you work for? Uh, Premier. Uh, On Track. Okay. What's the last four of your Social? 3059. And your first and last name? Herman Johnson. Okay. Uh, do you mind verifying your address and date of birth? 2601 West 1909, Irving, Texas 75038. Apartment 201. Uh, can you say my birthday? Yes. Uh, March 12, 83. And then phone number 972-503-5755? Yes. And then email is corybo or B-O nine@hotmail.com? Yes. Okay. So I see that you're actually already enrolled into dental and vision for employee only. Mm-hmm. Are you wanting to add on to the enrollment? Yeah, I want to just get everything. Okay. So, um, it looks like... So technically you have up until this Friday, the 7th of February to make any changes to your enrollment. So what exactly are you wanting to add on? Uh, medical. Do you know what medical plan? Uh, no, I didn't see the different plans. I, I just thought it was just medical. I didn't, I didn't see like different plans that they offer. I just seen like medical \$17 or something like that a week. Okay. Yeah, there are a few different plans to choose from. What I can do is I can, um, send you a copy of the benefits guide to your email so you can look over the different ones. Mm-hmm. And then once you make a decision, you can call us back from there to, uh, add that on. All right. Thank you. Yes, sir. Um- And, um, can I ask you, uh, when do the dent- the dental and the eye start? Has that started already? Uh, yes. It looks like the coverage just became active to, uh, yesterday. So you- Oh, yesterday? ... should be receiving... Yes, sir. You should be receiving your ID cards for the dental and vision within the next seven to 10 business days and both of those are mailed to you. Okay. Can... Is it any kind of way I can see? Because I don't even know what type of dental, I, like I said, it was just, it just said medical, dental and the price. It didn't really show different options. So I'm, I'm not even sure what the dental cover. Is any kind of way I can see what it, what all it cover? Yeah. The information I'm sending to your email goes over all the plans being offered, so that information will be on there as well. All right then. Thank you. Yes, sir. And then like I said, just keep in mind your open enrollment period ends this Friday the 7th. Uh, so just make sure to give us a call back before then so we can add on whatever you would like. All right. Appreciate that. Yes, sir. Have a wonderful day. Bye-bye.

Conversation Format

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

Speaker speaker_1: How are you doing, ma'am? I'm calling to see if it's, uh, do I still have time to apply for benefits?

Speaker speaker_0: Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Premier. Uh, On Track.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 3059.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Herman Johnson.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 2601 West 1909, Irving, Texas 75038. Apartment 201. Uh, can you say my birthday?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, March 12, 83.

Speaker speaker_0: And then phone number 972-503-5755?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is corybo or B-O nine@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I see that you're actually already enrolled into dental and vision for employee only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Are you wanting to add on to the enrollment?

Speaker speaker_1: Yeah, I want to just get everything.

Speaker speaker_0: Okay. So, um, it looks like... So technically you have up until this Friday, the 7th of February to make any changes to your enrollment. So what exactly are you wanting to add on?

Speaker speaker_1: Uh, medical.

Speaker speaker_0: Do you know what medical plan?

Speaker speaker_1: Uh, no, I didn't see the different plans. I, I just thought it was just medical. I didn't, I didn't see like different plans that they offer. I just seen like medical \$17 or something like that a week.

Speaker speaker_0: Okay. Yeah, there are a few different plans to choose from. What I can do is I can, um, send you a copy of the benefits guide to your email so you can look over the

different ones.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then once you make a decision, you can call us back from there to, uh, add that on.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Yes, sir. Um-

Speaker speaker_1: And, um, can I ask you, uh, when do the dent- the dental and the eye start? Has that started already?

Speaker speaker_0: Uh, yes. It looks like the coverage just became active to, uh, yesterday. So you-

Speaker speaker_1: Oh, yesterday?

Speaker speaker_0: ... should be receiving... Yes, sir. You should be receiving your ID cards for the dental and vision within the next seven to 10 business days and both of those are mailed to you.

Speaker speaker_1: Okay. Can... Is it any kind of way I can see? Because I don't even know what type of dental, I, like I said, it was just, it just said medical, dental and the price. It didn't really show different options. So I'm, I'm not even sure what the dental cover. Is any kind of way I can see what it, what all it cover?

Speaker speaker_0: Yeah. The information I'm sending to your email goes over all the plans being offered, so that information will be on there as well.

Speaker speaker_1: All right then. Thank you.

Speaker speaker_0: Yes, sir. And then like I said, just keep in mind your open enrollment period ends this Friday the 7th. Uh, so just make sure to give us a call back before then so we can add on whatever you would like.

Speaker speaker_1: All right. Appreciate that.

Speaker speaker_0: Yes, sir. Have a wonderful day.

Speaker speaker_1: Bye-bye.