

## Transcript: VICTORIA

**Taylor-4984986069024768-4744138966351872**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. My name is Michael Odom. I was calling to check on my insurance. Today's the last day, isn't it? I'll have to take a look and see. What's the name of the agency you're looking... You're enrolled with, or I'm sorry that you work for? SST. Okay. Superior Skilled Trades? Uh-huh. Gotcha. And the last four of your Social? Seven, zero, six, zero. Seven, zero, six, zero. Have you received your first check from them yet? Yes, ma'am. Okay. I don't see that you're in... Even in our system, which is really weird. Uh-oh. What is your first... What's your first and last name? Michael, M-I-C-H-A-E-L. Odom, O-D-O-M. Hmm. And it is, uh, Superior Skilled Trades that you're with, right? Yes. Okay. Yeah. I don't even see you in our system for them. Not really. Now, um- That's crazy. Let me make sure that is a name. I want to dou- double check. J.O., that is Superior Steel Trades, ain't it? Yeah. They can't even find me in the system. Yes, sir. Yes, ma'am. That is it. Okay. Are you a, a new hire with them or have you been with them? No. I am a new hire. I just... You know, I've... This is my, uh, third week. And you've already received a first paycheck? Yes. Last- Hmm. Last Friday I got it. Okay. That's weird that you're not in the system. Typically it happens after your first check. Either way- Mm-hmm. ... I can make a file for you and get you enrolled. But do you even know what's being offered or what you might want to enroll in? No, ma'am. I know, I know zero about it. Okay. So here's what I'm going to do. I'm going to send you a copy of the Benefits Guide to your email. Uh-huh. It's going to go over all the plans being offered, what they cover and how much they cost, so that you can- Okay. ... look over that and then once you make a decision on what you want to enroll into, you can call us back. Now with new hires- Okay. ... you'll have 30 days from the date of your first check to get enrolled. Okay. So what would be a good email to send that to? Dusty, D-U-S-T-Y.46@icloud.com. All right. So dusty.46@icloud.com? Yes, ma'am. Okay. And then like I said... Just remember that we don't have a file for you in the system, so when you call us back, we are going to have to make one for you and just enroll you after that. Okay. All right. Well, was there anything else you might need help with? That was it. Alrighty. Perfect. I just sent that to your email so you should get it here in a few seconds. All right. Thank you, ma'am. You're welcome. Have a good day. You too. Thank you. 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: Yes, ma'am. My name is Michael Odom. I was calling to check on my insurance. Today's the last day, isn't it?

Speaker speaker\_0: I'll have to take a look and see. What's the name of the agency you're looking... You're enrolled with, or I'm sorry that you work for?

Speaker speaker\_1: SST.

Speaker speaker\_0: Okay. Superior Skilled Trades?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Gotcha. And the last four of your Social?

Speaker speaker\_1: Seven, zero, six, zero.

Speaker speaker\_0: Seven, zero, six, zero. Have you received your first check from them yet?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I don't see that you're in... Even in our system, which is really weird.

Speaker speaker\_1: Uh-oh.

Speaker speaker\_0: What is your first... What's your first and last name?

Speaker speaker\_1: Michael, M-I-C-H-A-E-L. Odom, O-D-O-M.

Speaker speaker\_0: Hmm. And it is, uh, Superior Skilled Trades that you're with, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah. I don't even see you in our system for them.

Speaker speaker\_1: Not really.

Speaker speaker\_0: Now, um-

Speaker speaker\_1: That's crazy. Let me make sure that is a name. I want to dou- double check. J.O., that is Superior Steel Trades, ain't it?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: They can't even find me in the system.

Speaker speaker\_2: Yes, sir. Yes, ma'am. That is it.

Speaker speaker\_0: Okay. Are you a, a new hire with them or have you been with them?

Speaker speaker\_1: No. I am a new hire. I just... You know, I've... This is my, uh, third week.

Speaker speaker\_0: And you've already received a first paycheck?

Speaker speaker\_1: Yes. Last-

Speaker speaker\_0: Hmm.

Speaker speaker\_1: Last Friday I got it.

Speaker speaker\_0: Okay. That's weird that you're not in the system. Typically it happens after your first check. Either way-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I can make a file for you and get you enrolled. But do you even know what's being offered or what you might want to enroll in?

Speaker speaker\_1: No, ma'am. I know, I know zero about it.

Speaker speaker\_0: Okay. So here's what I'm going to do. I'm going to send you a copy of the Benefits Guide to your email.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: It's going to go over all the plans being offered, what they cover and how much they cost, so that you can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... look over that and then once you make a decision on what you want to enroll into, you can call us back. Now with new hires-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you'll have 30 days from the date of your first check to get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So what would be a good email to send that to?

Speaker speaker\_1: Dusty, D-U-S-T-Y.46@icloud.com.

Speaker speaker\_0: All right. So dusty.46@icloud.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then like I said... Just remember that we don't have a file for you in the system, so when you call us back, we are going to have to make one for you and just enroll you after that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else you might need help with?

Speaker speaker\_1: That was it.

Speaker speaker\_0: Alrighty. Perfect. I just sent that to your email so you should get it here in a few seconds.

Speaker speaker\_1: All right. Thank you, ma'am.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.