Transcript: VICTORIA Taylor-5093150504435712-4537612423053312

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? My is Victoria too. Hi, how can I help? Hi. Um, I'm calling to, um, sign up for the Benefits in a Card health insurance. Okay. Uh, what's the name of the agency you work for? Uh, ManCan. Gotcha. And the last four of your social? Uh, 1699. Okay. And what is your last name? Schemp. S, C as in cat, H as in horse, E-M-P-P. Okay. Have you received your first paycheck yet? I think so. I got a deposit into my... I got a direct deposit last night. Um, but I was told that paydays were on Friday. So I don't know if I actually get it on Thursday or what. Mm-hmm. Okay. That might be why I ha- I don't have a file for you in the system just yet, but I can make one and then enroll you from there. Do you know exactly what you want to enroll into? Um, I... Oh boy. I just want to be able to go to the doctor if I need to. Um, I do have a heart condition so I am required to see a specialist, um, at least once a year just to make sure things are working okay. Um, dental, vision, you know, uh... Okay. So I'm not able- Yes. ... to suggest any specific plans. Do you know exactly what's being offered or what plan you might want to enroll into? Um, I don't have... Uh, I only have a, a pamphlet in front of me at the moment. Should I call back? Should I, like, look online and call back with what I specifically want? I guess... Yeah. The, the pamphlet that you have, does it say, uh, Bene- like, does it say, "Specifically designed for ManCan Benefits in a Card?" Um, M- MEC Plus? "ManCan offers a plan that meets ACA requirements for minimal essential coverage, along with a mini medical health plan benefit program which includes dental and vision benefits and group term life insurance." Um... Okay. I'm not sure exactly what you're looking at, but I can send you a copy of the benefits guide that I have to your email. And this guide is going to go over all the plans being offered, what they cover and how much they cost. And then, um- Okay. ... once you make a decision you can call us back from there to enroll. Okay. Uh, what would be a good email to send that to? Um, first initial, last name, @gmail.com. All lowercase, no punctuation. All right. So I got V-S-C-H-E-M-P-P@gmail.com? Yes. Okay. I will send it to you there. And then just to let you know, it looks like, um, uh, you're... Okay. Yep. So you're a new hire. They typically give you 30 days from the date of your first paycheck to get enrolled. Okay. So yes, ma'am. All right. I will try again at another day. All right. Sorry about this. No, you're fine. Did you have any questions for me before I let you go? Nope. Okay. You have a wonderful day. Okay. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: My is Victoria too.

Speaker speaker_0: Hi, how can I help?

Speaker speaker_1: Hi. Um, I'm calling to, um, sign up for the Benefits in a Card health insurance.

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

Speaker speaker_1: Uh, ManCan.

Speaker speaker_0: Gotcha. And the last four of your social?

Speaker speaker_1: Uh, 1699.

Speaker speaker_0: Okay. And what is your last name?

Speaker speaker_1: Schemp. S, C as in cat, H as in horse, E-M-P-P.

Speaker speaker_0: Okay. Have you received your first paycheck yet?

Speaker speaker_1: I think so. I got a deposit into my... I got a direct deposit last night. Um, but I was told that paydays were on Friday. So I don't know if I actually get it on Thursday or what.

Speaker speaker_0: Mm-hmm. Okay. That might be why I ha- I don't have a file for you in the system just yet, but I can make one and then enroll you from there. Do you know exactly what you want to enroll into?

Speaker speaker_1: Um, I... Oh boy. I just want to be able to go to the doctor if I need to. Um, I do have a heart condition so I am required to see a specialist, um, at least once a year just to make sure things are working okay. Um, dental, vision, you know, uh...

Speaker speaker_0: Okay. So I'm not able-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to suggest any specific plans. Do you know exactly what's being offered or what plan you might want to enroll into?

Speaker speaker_1: Um, I don't have... Uh, I only have a, a pamphlet in front of me at the moment. Should I call back? Should I, like, look online and call back with what I specifically want? I guess...

Speaker speaker_0: Yeah. The, the pamphlet that you have, does it say, uh, Bene- like, does it say, "Specifically designed for ManCan Benefits in a Card?"

Speaker speaker_1: Um, M- MEC Plus? "ManCan offers a plan that meets ACA requirements for minimal essential coverage, along with a mini medical health plan benefit program which includes dental and vision benefits and group term life insurance." Um...

Speaker speaker_0: Okay. I'm not sure exactly what you're looking at, but I can send you a copy of the benefits guide that I have to your email. And this guide is going to go over all the

plans being offered, what they cover and how much they cost. And then, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once you make a decision you can call us back from there to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, what would be a good email to send that to?

Speaker speaker_1: Um, first initial, last name, @gmail.com. All lowercase, no punctuation.

Speaker speaker_0: All right. So I got V-S-C-H-E-M-P-P@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will send it to you there. And then just to let you know, it looks like, um, uh, you're... Okay. Yep. So you're a new hire. They typically give you 30 days from the date of your first paycheck to get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: So yes, ma'am.

Speaker speaker_1: All right. I will try again at another day. All right. Sorry about this.

Speaker speaker_0: No, you're fine. Did you have any questions for me before I let you go?

Speaker speaker_1: Nope.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.