

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I'm currently doing my benefits, uh, paperwork for the John Wagner Outfitting, and you all's... There's no explanation of your benefits on this form, and I also tried to go to your website and couldn't find one, and I don't feel comfortable just selecting anything. Is there a way that I can get a more informative form for these benefits? Um, I can send you a copy of the benefits guide to your email that will, like, explain all the plans, what they cover and how much they cost. Okay. Yes. That, that would be great. Okay. Give me one second. Okay. What would be a good email to send that to? It would be revis, R-E, V as in Victor, I as in igloo, S as in Sam, King, K-I-N-G, 98@outlook.com. Okay. I'm sorry. Do you mind repeating that? My keyboard wasn't working. Yes. It's R-E, V as in Victor, I as in igloo, S as in Sam, King, K-I-N-G, 98@outlook.com. Okay. Let's see. Do, do, do. All right. Just sent that to you. Okay. And I have one more question. Sure. Uh, it- it said that I will be automatically enrolled unless declined. Um, that's what the last page said, or unless I called and got it canceled, but it said that for the MEC plan, the Stay Healthy MEC plan for \$14, on the next page it's asking me to select those. If I don't select that one, is that me declining the offer? If I d- select, like, the dental and the vision but not the MEC, is that me declining it? Yeah. This is - Okay. So, if you're not wanting to participate in any of the benefits, there should be an option to not participate in- Yeah. No coverage. I choose not to participate. Yeah. Yeah. But if you're wanting to do just dental and vision, just select the dental and vision. Okay. And that's what you'll be enrolled into. Oh, okay. Thank you so much. Yeah. You're welcome. Mm-hmm. All right. That was all of my questions. Thank you. You're welcome. Bye-bye. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, ma'am. I'm currently doing my benefits, uh, paperwork for the John Wagner Outfitting, and you all's... There's no explanation of your benefits on this form, and I also tried to go to your website and couldn't find one, and I don't feel comfortable just selecting anything. Is there a way that I can get a more informative form for these benefits?

Speaker speaker\_1: Um, I can send you a copy of the benefits guide to your email that will, like, explain all the plans, what they cover and how much they cost.

Speaker speaker\_2: Okay. Yes. That, that would be great.

Speaker speaker\_1: Okay. Give me one second. Okay. What would be a good email to send that to?

Speaker speaker\_2: It would be revis, R-E, V as in Victor, I as in igloo, S as in Sam, King, K-I-N-G, 98@outlook.com.

Speaker speaker\_1: Okay. I'm sorry. Do you mind repeating that? My keyboard wasn't working.

Speaker speaker\_2: Yes. It's R-E, V as in Victor, I as in igloo, S as in Sam, King, K-I-N-G, 98@outlook.com.

Speaker speaker\_1: Okay. Let's see. Do, do, do. All right. Just sent that to you.

Speaker speaker\_2: Okay. And I have one more question.

Speaker speaker\_1: Sure.

Speaker speaker\_2: Uh, it- it said that I will be automatically enrolled unless declined. Um, that's what the last page said, or unless I called and got it canceled, but it said that for the MEC plan, the Stay Healthy MEC plan for \$14, on the next page it's asking me to select those. If I don't select that one, is that me declining the offer? If I d- select, like, the dental and the vision but not the MEC, is that me declining it?

Speaker speaker\_3: Yeah. This is -

Speaker speaker\_1: Okay. So, if you're not wanting to participate in any of the benefits, there should be an option to not participate in-

Speaker speaker\_2: Yeah. No coverage. I choose not to participate.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: But if you're wanting to do just dental and vision, just select the dental and vision.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And that's what you'll be enrolled into.

Speaker speaker\_2: Oh, okay. Thank you so much.

Speaker speaker\_1: Yeah. You're welcome.

Speaker speaker\_2: Mm-hmm. All right. That was all of my questions. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Mm-hmm.