

Transcript: VICTORIA

Taylor-5609687730929664-6130048453099520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hello, Victoria. I was just calling to register, I guess, for benefits or medical benefits or whatever. I just got the message in my phone and I just called the number. Okay. Uh, what's the name of the e- agency you work for? HH... I mean HSS. Okay. And the last four of your Social? 6652. All righty. And your first and last name? Jared Thomas. Uh, do you mind verifying your address and date of birth? Uh, 4485 Plymouth Avenue, Apartment 315, 89103 Las Vegas, Nevada. And my birth date of birth is 3/21/66. And then phone number 702-502-0732? Yes, ma'am. And email is gonna be first name and then T-H-M-S-89 at gmail. Yes, ma'am. Okay. Do you know what you're wanting to enroll into? No. I just, uh, uh... was looking at whatever y'all have. What y'all have on there? I don't- I don't see anything. It's just... I tried to go to download and it gave me a whole bunch of different numbers. Okay. Um, so there's a couple different medical plans to choose from, but there's also things like dental and vision that you can add on. Um, what I can do is I can email you a copy of the benefits guide, which will go over, like, everything being offered, the different plans and what they cover and how much they cost, if you wanna look over that. Yes. That'll be fine. Okay. Um, so I'm gonna send that to your email, and then it looks like you have until the 1st of January to get enrolled. Okay. So whenever you know, like, what specific plans, you can just call us back from there. Okay. Thank you. You're welcome. Did you have any questions before I let you go? No. That was just all I needed to find out right there. Now, if you could send me that over here and I can look into it and send- get me a plan I like to see and send it back to you guys. All righty. Well, I'll- All right. ... get that sent to your email, and I hope you have a wonderful night. You too. You have a blessed one yourself. Thank you. Thank you. Bye-bye. 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 Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Hello, Victoria. I was just calling to register, I guess, for benefits or medical benefits or whatever. I just got the message in my phone and I just called the number.

Speaker speaker_1: Okay. Uh, what's the name of the e- agency you work for?

Speaker speaker_2: HH... I mean HSS.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 6652.

Speaker speaker_1: All righty. And your first and last name?

Speaker speaker_2: Jared Thomas.

Speaker speaker_1: Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 4485 Plymouth Avenue, Apartment 315, 89103 Las Vegas, Nevada. And my bir- date of birth is 3/21/66.

Speaker speaker_1: And then phone number 702-502-0732?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is gonna be first name and then T-H-M-S-89 at gmail.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you know what you're wanting to enroll into?

Speaker speaker_2: No. I just, uh, uh... was looking at whatever y'all have. What y'all have on there? I don't- I don't see anything. It's just... I tried to go to download and it gave me a whole bunch of different numbers.

Speaker speaker_1: Okay. Um, so there's a couple different medical plans to choose from, but there's also things like dental and vision that you can add on. Um, what I can do is I can email you a copy of the benefits guide, which will go over, like, everything being offered, the different plans and what they cover and how much they cost, if you wanna look over that.

Speaker speaker_2: Yes. That'll be fine.

Speaker speaker_1: Okay. Um, so I'm gonna send that to your email, and then it looks like you have until the 1st of January to get enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: So whenever you know, like, what specific plans, you can just call us back from there.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Did you have any questions before I let you go?

Speaker speaker_2: No. That was just all I needed to find out right there. Now, if you could send me that over here and I can look into it and send- get me a plan I like to see and send it back to you guys.

Speaker speaker_1: All righty. Well, I'll-

Speaker speaker_2: All right.

Speaker speaker_1: ... get that sent to your email, and I hope you have a wonderful night.

Speaker speaker_2: You too. You have a blessed one yourself. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.