

## **Transcript: VICTORIA**

**Taylor-5833047685906432-6667301193957376**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is just Victoria. How can I help you? Yeah, um, I just started working with, uh, Ivy Tech through Surge Staffing and I was just trying to, uh, enroll in insurance. Okay. Um, what is the last four of your Social? Uh, two, one, seven, five. And your first and last name? Jason Cadue. Okay. Um, do you mind verifying your address and date of birth? Yeah. It's, uh, 1255 Lake Boulevard, Apartment 10, Marion, Ohio 43302. Uh, date of birth is, uh, 4/12/97. And phone number is five- uh, 567-231-6033? That is correct, yes. And then email is gonna be J, and then your last name, 34@gmail.com? Yeah. That's correct. Okay. Now are you a rehire with them? Uh, I've worked there before. It was, like, years ago. Um, I just started back, uh, like, last Wednesday I think it- the exact date is. I, I believe... Okay. Um, so I'm gonna have to do a, um, rehire eligibility on you and then- Okay. ... call you back, um, to complete- Okay. ... the enrollment. But do you know, like, what specific plans you're wanting? Um, I really just need, um, medical and dental. Okay. So there's multiple medical plans. Do you know which one you're wanting? Well, since I'm a- I'm, I'm a temp, I plan on getting hired in and getting the better insurance through them, but for now I just want, like, just the, kinda just the basic dental and medical, you know? The cheapest whatever plan. Okay. So we don't have a basic plan. What I'm gonna do is I'm gonna send you a copy of the benefits guide to your email, and it's gonna go over all the plans being offered, what they cover and how much they cost, so that you can look over the different options. And then once I follow up with you to let you know if we're able to get you enrolled, uh, then we can kinda go over the different, uh, plans you would like to enroll into from there. Okay. Um, so it does typically take about 24 to 48 hours for an eligibility review. But as soon as I get a, um, response back on that, I will just give you a call back. Yeah, that works. You can just call this, uh, same number I called you on. That, that, that works good. Okay. And then, like I said, keep an eye on your email. I'm gonna send the benefits guide to you so you can be looking over that. And then, um, did you have any other questions for me? Uh, no, ma'am. That's actually it. I just... yeah, I just need insurance. So if you could send that over, I'll review that. And then if you can give me a call back in the next few days, that'd be great. Yes, sir. You have a wonderful day. Thank you, ma'am. Thank you so much. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is just Victoria. How can I help you?

Speaker speaker\_1: Yeah, um, I just started working with, uh, Ivy Tech through Surge Staffing and I was just trying to, uh, enroll in insurance.

Speaker speaker\_0: Okay. Um, what is the last four of your Social?

Speaker speaker\_1: Uh, two, one, seven, five.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jason Cadue.

Speaker speaker\_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. It's, uh, 1255 Lake Boulevard, Apartment 10, Marion, Ohio 43302. Uh, date of birth is, uh, 4/12/97.

Speaker speaker\_0: And phone number is five- uh, 567-231-6033?

Speaker speaker\_1: That is correct, yes.

Speaker speaker\_0: And then email is gonna be J, and then your last name, 34@gmail.com?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: Okay. Now are you a rehire with them?

Speaker speaker\_1: Uh, I've worked there before. It was, like, years ago. Um, I just started back, uh, like, last Wednesday I think it- the exact date is. I, I believe...

Speaker speaker\_0: Okay. Um, so I'm gonna have to do a, um, rehire eligibility on you and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... call you back, um, to complete-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the enrollment. But do you know, like, what specific plans you're wanting?

Speaker speaker\_1: Um, I really just need, um, medical and dental.

Speaker speaker\_0: Okay. So there's multiple medical plans. Do you know which one you're wanting?

Speaker speaker\_1: Well, since I'm a- I'm, I'm a temp, I plan on getting hired in and getting the better insurance through them, but for now I just want, like, just the, kinda just the basic dental and medical, you know? The cheapest whatever plan.

Speaker speaker\_0: Okay. So we don't have a basic plan. What I'm gonna do is I'm gonna send you a copy of the benefits guide to your email, and it's gonna go over all the plans being offered, what they cover and how much they cost, so that you can look over the different options. And then once I follow up with you to let you know if we're able to get you enrolled,

uh, then we can kinda go over the different, uh, plans you would like to enroll into from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so it does typically take about 24 to 48 hours for an eligibility review. But as soon as I get a, um, response back on that, I will just give you a call back.

Speaker speaker\_1: Yeah, that works. You can just call this, uh, same number I called you on. That, that, that works good.

Speaker speaker\_0: Okay. And then, like I said, keep an eye on your email. I'm gonna send the benefits guide to you so you can be looking over that. And then, um, did you have any other questions for me?

Speaker speaker\_1: Uh, no, ma'am. That's actually it. I just... yeah, I just need insurance. So if you could send that over, I'll review that. And then if you can give me a call back in the next few days, that'd be great.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: Thank you, ma'am. Thank you so much.

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