

## **Transcript: VICTORIA**

**Taylor-5956780622299136-5731536968040448**

### **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? Hey, Victoria. I was calling to get insurance through my job. Okay. Uh... Oh, what's the name? Uh, what's the name? The name of the company. Yeah, the name of the staffing agency you're working through. Um, HCC Healthcare. And then your first and last name? Cheyenne Evans. Okay. And the last four of your Social? 7320. Okay. Do you mind verifying your address and date of birth? 79 Acacia Street, 10/18/2005. For that address, the city is Mobile, uh, Alabama, 36607? Yes, ma'am. Okay. And then phone number 251-307-8167? Yes. And then lastly, email is just gonna be first and last name 28 at gmail. Yes, ma'am. Okay. Give me one second. And do you know what you're wanting to enroll into? Um, no. Shh. Okay, um, I can email you a copy of the benefits guide to your email. It'll go over, like, all the plans being offered, what they cover and how much they cost. So you can look over that. Okay. Um, and then once you make a decision you can call us back to enroll. Okay. Thank you. Yes, ma'am. And then just to let you know, it looks like the open enrollment, uh, period will end next Friday on December 27th. Okay. So you should call us back before then, we can get you enrolled. I'm gonna call y'all back as soon as I find a plan I want to get. All righty. All righty. Bye. Thank you. Yes, ma'am. Have a good day. You too. Thank you.

### **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: Hey, Victoria. I was calling to get insurance through my job.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh...

Speaker speaker\_1: Oh, what's the name? Uh, what's the name?

Speaker speaker\_2: The name of the company.

Speaker speaker\_1: Yeah, the name of the staffing agency you're working through.

Speaker speaker\_2: Um, HCC Healthcare.

Speaker speaker\_1: And then your first and last name?

Speaker speaker\_2: Cheyenne Evans.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 7320.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 79 Acacia Street, 10/18/2005.

Speaker speaker\_1: For that address, the city is Mobile, uh, Alabama, 36607?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And then phone number 251-307-8167?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then lastly, email is just gonna be first and last name 28 at gmail.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Give me one second. And do you know what you're wanting to enroll into?

Speaker speaker\_2: Um, no.

Speaker speaker\_1: Shh. Okay, um, I can email you a copy of the benefits guide to your email. It'll go over, like, all the plans being offered, what they cover and how much they cost. So you can look over that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and then once you make a decision you can call us back to enroll.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yes, ma'am. And then just to let you know, it looks like the open enrollment, uh, period will end next Friday on December 27th.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you should call us back before then, we can get you enrolled.

Speaker speaker\_2: I'm gonna call y'all back as soon as I find a plan I want to get.

Speaker speaker\_1: All righty.

Speaker speaker\_2: All righty.

Speaker speaker\_1: Bye.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Yes, ma'am. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.