

Transcript: VICTORIA

Taylor-5983162785120256-4853061246828544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card h. This is Victoria. How can I help you? Hi, Victoria. Yeah, I work through, uh, Surge Employment, and they told me to get a hold of you guys for insurance. Okay. Uh, what is the name of the agency that you work for? Surge, S-U-R-G-E. Gotcha. And the last four of your Social? 6573. All right. And your first and last name? Uh, Raul and Tiso. Okay. Gotcha here. Uh, do you mind verifying your address and date of birth? Yeah. 709 Hanson Street, Northwood, Ohio and, uh, January 30th, 1989. And the ZIP code for that address- Oh. ... is it 43619? Correct. Gotcha. Phone number 419-344-73710? Nope. Nope. All right. Let me know when you're ready. Okay. All right. It's 630-7573. Gotcha. And then email is just gonna be first and last name 13@gmail.com? Correct. Okay. And are you wanting to get enrolled into the benefits? Yes. Okay. Do you know what specific plans you're wanting? Uh, just, uh, health insurance. Uh, do you guys have dental? Yes. We do offer dental, um, but there is a couple different medical plans to choose from. Okay. Um, what I can do is I can send you a copy of the benefits guide to your email. Okay. Which has over, like, all the different plans, what they cover and how much they cost. Okay. Um, once you look over that and know specifically what you wanna enroll into, you can call us back from there to enroll. All right. Sounds good. Cool. I'll do that. And then just to let you know, it looks like you have until the end of this month, the 31st- Okay. ... to enroll. All right. Sounds good. Thanks. All righty. I'll get that sent to you. You have a wonderful day. You too. 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 on a Card h. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Yeah, I work through, uh, Surge Employment, and they told me to get a hold of you guys for insurance.

Speaker speaker_1: Okay. Uh, what is the name of the agency that you work for?

Speaker speaker_2: Surge, S-U-R-G-E.

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

Speaker speaker_2: 6573.

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

Speaker speaker_2: Uh, Raul and Tiso.

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

Speaker speaker_2: Yeah. 709 Hanson Street, Northwood, Ohio and, uh, January 30th, 1989.

Speaker speaker_1: And the ZIP code for that address-

Speaker speaker_2: Oh.

Speaker speaker_1: ... is it 43619?

Speaker speaker_2: Correct.

Speaker speaker_1: Gotcha. Phone number 419-344-73710?

Speaker speaker_2: Nope. Nope. All right. Let me know when you're ready.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. It's 630-7573.

Speaker speaker_1: Gotcha. And then email is just gonna be first and last name 13@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And are you wanting to get enrolled into the benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you know what specific plans you're wanting?

Speaker speaker_2: Uh, just, uh, health insurance. Uh, do you guys have dental?

Speaker speaker_1: Yes. We do offer dental, um, but there is a couple different medical plans to choose from.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what I can do is I can send you a copy of the benefits guide to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Which has over, like, all the different plans, what they cover and how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, once you look over that and know specifically what you wanna enroll into, you can call us back from there to enroll.

Speaker speaker_2: All right. Sounds good. Cool. I'll do that.

Speaker speaker_1: And then just to let you know, it looks like you have until the end of this month, the 31st-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to enroll.

Speaker speaker_2: All right. Sounds good. Thanks.

Speaker speaker_1: All righty. I'll get that sent to you. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.