

## Transcript: VICTORIA

Taylor-6052072448507904-6417597183737856

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes. Uh, I recently started with, um, John Deere and I was calling about the healthcare benefits. Okay. Um- And how does that go? What's the name of the staffing agency you're working through? AccuForce. Okay. And the last four of your Social? 3507. And your first and last name? Juan Ramirez. Okay. Uh, do you mind verifying your address and date of birth? Uh, give me a sec. Um, the date of birth is 6/14/03. And now for the address, I don't know it. Uh, 2255 Baileyton, B-A-I-L-E-Y-T-O-N, Road, R-O-A-D, uh, Greenville, Tennessee. Zip code is going to be 37745. Okay. And Juan, what is your phone number? Uh, 828-390-0298. Okay. And who exactly is Juan just so I... Getting confused. Oh, um, it's, it's me. She just knows the information on the phone number because we use the same phone and- Okay. ... the address is... 'Cause I, I recently had, have moved here like, I think two months before I started, uh, working with John Deere. Okay. So I'm not really familiar with roads and all that. No worries. I just wanted to make sure I didn't get confused. Uh, your email is going to be savage sniper 1621@gmail.com? Yes, ma'am. Okay. Now do you know what's being offered, like the different plans that they offer or what you might want to enroll into? Uh, um, I can't remember on what they offered. But I was wondering if it was, uh, doggone it, I think- I mean, I can send you- Okay. So what I can do is I can send you a copy of the benefits guide to your email. There is multiple plans to choose from, so this guide is going to break everything down for you as far as, like, what they cover, how much they cost a week, um, and- Mm-hmm. ... some information about the carriers as well. Now it looks like- Mm-hmm. ... uh, you have until the 2nd of May to get enrolled. Okay. So once you decide on what specific plan to enroll into, you can just call us back from there to enroll. Okay. Okay. Um- Is there... Did you have any, like, specific questions for me? Uh, I was gonna see if, like, where would it be under as? Would it come in through spam or, like, as in the actual, like, all the mail? Because I- It should go- When I go look at spam- Yeah. So it should just go straight into your inbox, um, depending on your email settings. Okay. So it might go in your junk or spam, really just depends. Either way- Okay. ... it's going to be coming from the email address info@benefitsandacard.com. Okay. Okay. And I just sent it to you, so you should get it here in a few seconds. Okay. Was there anything else you might need help with? Um, no, I was just calling and making, uh, making sure that I had the, um, the email so I can enroll. Okay. Before due date. Yeah, just, um... All right. Once you get that email and you look over the different plans being offered, once you know what you want to enroll into, just call us back. Like I said, it looks like you have until the 2nd of May to get enrolled. Okay. All righty. Well, you have a good day. That's all I had. Okay. Thank you. You too. Thank you. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Um, yes. Uh, I recently started with, um, John Deere and I was calling about the healthcare benefits.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: And how does that go?

Speaker speaker\_0: What's the name of the staffing agency you're working through?

Speaker speaker\_1: AccuForce.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 3507.

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

Speaker speaker\_1: Juan Ramirez.

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

Speaker speaker\_1: Uh, give me a sec. Um, the date of birth is 6/14/03. And now for the address, I don't know it.

Speaker speaker\_2: Uh, 2255 Baileyton, B-A-I-L-E-Y-T-O-N, Road, R-O-A-D, uh, Greenville, Tennessee. Zip code is going to be 37745.

Speaker speaker\_0: Okay. And Juan, what is your phone number?

Speaker speaker\_2: Uh, 828-390-0298.

Speaker speaker\_0: Okay. And who exactly is Juan just so I... Getting confused.

Speaker speaker\_1: Oh, um, it's, it's me. She just knows the information on the phone number because we use the same phone and-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... the address is... 'Cause I, I recently had, have moved here like, I think two months before I started, uh, working with John Deere.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I'm not really familiar with roads and all that.

Speaker speaker\_0: No worries. I just wanted to make sure I didn't get confused. Uh, your email is going to be savage sniper 1621@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Now do you know what's being offered, like the different plans that they offer or what you might want to enroll into?

Speaker speaker\_1: Uh, um, I can't remember on what they offered. But I was wondering if it was, uh, doggone it, I think-

Speaker speaker\_0: I mean, I can send you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: So what I can do is I can send you a copy of the benefits guide to your email. There is multiple plans to choose from, so this guide is going to break everything down for you as far as, like, what they cover, how much they cost a week, um, and-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... some information about the carriers as well. Now it looks like-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... uh, you have until the 2nd of May to get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So once you decide on what specific plan to enroll into, you can just call us back from there to enroll.

Speaker speaker\_1: Okay. Okay. Um-

Speaker speaker\_0: Is there... Did you have any, like, specific questions for me?

Speaker speaker\_1: Uh, I was gonna see if, like, where would it be under as? Would it come in through spam or, like, as in the actual, like, all the mail? Because I-

Speaker speaker\_0: It should go-

Speaker speaker\_1: When I go look at spam-

Speaker speaker\_0: Yeah. So it should just go straight into your inbox, um, depending on your email settings.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it might go in your junk or spam, really just depends. Either way-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it's going to be coming from the email address [info@benefitsandacard.com](mailto:info@benefitsandacard.com).

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: And I just sent it to you, so you should get it here in a few seconds.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else you might need help with?

Speaker speaker\_1: Um, no, I was just calling and making, uh, making sure that I had the, um, the email so I can enroll.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Before due date.

Speaker speaker\_0: Yeah, just, um... All right. Once you get that email and you look over the different plans being offered, once you know what you want to enroll into, just call us back. Like I said, it looks like you have until the 2nd of May to get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty. Well, you have a good day.

Speaker speaker\_1: That's all I had. Okay. Thank you. You too.

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

Speaker speaker\_1: Bye-bye.