

Transcript: VICTORIA

Taylor-6098850204925952-5779418320420864

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? Hi, I was just called and I accidentally hung up and I didn't mean to. Okay. Um, so here at Benefits on a Card we administer, um, medical insurance for a couple different staffing agencies. What's the name of the agency that you work through? Um, I'm thinking that's Doherty. Okay. Let me pull up your file. I'm not sure why someone would've called you, but, uh, this will tell me. Okay. What's the name of the four of your social? Uh, 4533. Your first and last name? Wyatt Wyland. Okay. Um, do you mind verifying your address and date of birth? Um, address is 1508 South 14th Street, Apartment 10 and my date of birth is September 10th, 2002. Okay. Uh, phone number is gonna be 218-289-1906? Yep. Okay. And then email is gonna be last name first name at gmail.com? Yep. Okay. Give me one second. Perfect. I'm not seeing that I made any notes on your file. Was it like a, um, automated call? I don't know. I didn't even get to answer. It... I heard it calling and I pulled it out of my pocket, and as I did that I swiped down and it, it ended, like didn't even want to answer, so I was like, "Ah, shit." So I don't even know what the call was about. Okay. Give me one second. I think it might have been automated but I just want to double-check. Okay. Okay. All righty. Thank you so much for holding. Um, so it looks like it was just an autom- automated call that we sent out, um- Okay. ... just letting people know about the open enrollment that's about to start. Uh- Ah, gotcha. Okay. Yeah. So if you wanted to make any changes to your enrollment, um, looks like open enrollment starts on the 23rd of December and then it ends on the 31st of January. Uh, probably not, no. Okay. All righty. Well, did you need help with anything else? I, I don't think so. I think that was, that was it. Awesome. Thank you. You're welcome. Have a good day. Yep. You as well. 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, this is Victoria. How can I help you?

Speaker speaker_2: Hi, I was just called and I accidentally hung up and I didn't mean to.

Speaker speaker_1: Okay. Um, so here at Benefits on a Card we administer, um, medical insurance for a couple different staffing agencies. What's the name of the agency that you work through?

Speaker speaker_2: Um, I'm thinking that's Doherty.

Speaker speaker_1: Okay. Let me pull up your file. I'm not sure why someone would've called you, but, uh, this will tell me.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the name of the four of your social?

Speaker speaker_2: Uh, 4533.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Wyatt Wyland.

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

Speaker speaker_2: Um, address is 1508 South 14th Street, Apartment 10 and my date of birth is September 10th, 2002.

Speaker speaker_1: Okay. Uh, phone number is gonna be 218-289-1906?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And then email is gonna be last name first name at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Perfect.

Speaker speaker_1: I'm not seeing that I made any notes on your file. Was it like a, um, automated call?

Speaker speaker_2: I don't know. I didn't even get to answer. It... I heard it calling and I pulled it out of my pocket, and as I did that I swiped down and it, it ended, like didn't even want to answer, so I was like, "Ah, shit." So I don't even know what the call was about.

Speaker speaker_1: Okay. Give me one second. I think it might have been automated but I just want to double-check.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All righty. Thank you so much for holding. Um, so it looks like it was just an autom- automated call that we sent out, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just letting people know about the open enrollment that's about to start. Uh-

Speaker speaker_2: Ah, gotcha. Okay.

Speaker speaker_1: Yeah. So if you wanted to make any changes to your enrollment, um, looks like open enrollment starts on the 23rd of December and then it ends on the 31st of

January.

Speaker speaker_2: Uh, probably not, no.

Speaker speaker_1: Okay. All righty. Well, did you need help with anything else?

Speaker speaker_2: I, I don't think so. I think that was, that was it. Awesome. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Yep. You as well. Bye.

Speaker speaker_1: Bye-bye.