Transcript: VICTORIA Taylor-6157672715567104-4611877176524800

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hi, yes, I would like to enroll into y'all's insurance. Mm, okay. What's the name of the agency you work for? SSP. Okay. And the last four of your social? Uh, 0914. And your first and last name? Just wanna make sure I gave you the right one. Uh, B-R-Y-A-N, Bryan Rodriguez. Okay. Um, it looks like I have a file for you but doesn't look like it's a complete file. There should be a Z at the end of your last name, correct? Correct. And what is your date of birth? 12/04/1999. Okay. And what would be a good mailing address? Rbryan, B-R-Y-A-N, 746@yahoo.com. Okay, so the email is rbryan746@yahoo? Yes, ma'am. What is your mailing address? My... Oh, okay, where I get email stuff, uh, mail? Yeah, like your, your mailing address. 40... Yeah, I got you. Uh, 4104 North Rose Drive, R-O-S-E. Pharr, Texas. P-H-A-R-R. And the zip code? 78577. Okay. And then phone number is 210-904-6076? Okay, say that again? Is your phone number 210-904-6076? Correct. Okay. Um, so I don't see that you're enrolled into anything as of yet. Do you know, like, what plans you wanna enroll into or what's being offered? I do. I have a... I do. I have a picture... I have a picture that I took yesterday 'cause they had a little flyer of, of as far as what kind of coverage and what it covers. Okay. And I think it's just the employee, the employee one where it gives, um, MEC, fixed indemnit- uh, medical, VIP Classic. It has dental, vision, term life and short-term disability. Okay, so you wanted the MEC, the VIP Classic? Yes. And then what else? I'm sorry. It said dental, uh, vision, term life and the last one was, uh, short-term disability. Okay. So, I have you down for VIP Classic, dental, short-term disability, term life, vision and the MEC all being for employee only. Wait, say it again. That last part. So, again, well, I'm putting you down for the VIP Classic, the dental, short-term disability, term life, vision and the MEC for employee only. Is that correct? Yes. Yes, ma'am. Okay. So, in total you're looking at $52.77 a week. Yes, ma'am. Okay. That'll, that'll get... Does that get it off the, off the check, right? Yes, that's, that's, that's taken out- Okay. ... of your check every week. Uh-huh. Yeah, cool. Sounds good. Sounds good. All right. So who did you want to name as the beneficiary for the term life? Uh, Isamar, I-S-A-M-A-R... Rodriguez. Okay, so I-S-A-M-A-R for the first name? Yes. Okay. And then what is, uh, the relation? Married. Gotcha, okay. So from here it will take about one to two weeks for the enrollment to be processed through your payroll. Uh-huh. Once you see that first deduction being made out of your check, coverage will then start the following Monday. Uh, once the coverage is active, your policy information and ID cards are made and sent to you within seven to ten business days. You will be sending me a ID card for seven to ten business days, you said? So, again, from here the enrollment is gonna take about one to two weeks to be processed through your payroll. Yes. Once you see that first deduction being made out of your check, the coverage will start that following Monday. Correct. Now, once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Sounds

good. Yes, sir. Uh, was there anything else you might need help with? That'll be it. All righty. You have a wonderful day. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, I would like to enroll into y'all's insurance.

Speaker speaker_0: Mm, okay. What's the name of the agency you work for?

Speaker speaker_1: SSP.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: Uh, 0914.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Just wanna make sure I gave you the right one. Uh, B-R-Y-A-N, Bryan Rodriguez.

Speaker speaker_0: Okay. Um, it looks like I have a file for you but doesn't look like it's a complete file. There should be a Z at the end of your last name, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 12/04/1999.

Speaker speaker_0: Okay. And what would be a good mailing address?

Speaker speaker_1: Rbryan, B-R-Y-A-N, 746@yahoo.com.

Speaker speaker_0: Okay, so the email is rbryan746@yahoo?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What is your mailing address?

Speaker speaker_1: My... Oh, okay, where I get email stuff, uh, mail?

Speaker speaker_0: Yeah, like your, your mailing address.

Speaker speaker_1: 40... Yeah, I got you. Uh, 4104 North Rose Drive, R-O-S-E. Pharr, Texas. P-H-A-R-R.

Speaker speaker_0: And the zip code?

Speaker speaker_1: 78577.

Speaker speaker_0: Okay. And then phone number is 210-904-6076?

Speaker speaker_1: Okay, say that again?

Speaker speaker_0: Is your phone number 210-904-6076?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so I don't see that you're enrolled into anything as of yet. Do you know, like, what plans you wanna enroll into or what's being offered?

Speaker speaker_1: I do. I have a... I do. I have a picture... I have a picture that I took yesterday 'cause they had a little flyer of, of as far as what kind of coverage and what it covers.

Speaker speaker_0: Okay.

Speaker speaker_1: And I think it's just the employee, the employee one where it gives, um, MEC, fixed indemnit- uh, medical, VIP Classic. It has dental, vision, term life and short-term disability.

Speaker speaker_0: Okay, so you wanted the MEC, the VIP Classic?

Speaker speaker_1: Yes.

Speaker speaker_0: And then what else? I'm sorry.

Speaker speaker_1: It said dental, uh, vision, term life and the last one was, uh, short-term disability.

Speaker speaker_0: Okay. So, I have you down for VIP Classic, dental, short-term disability, term life, vision and the MEC all being for employee only.

Speaker speaker_1: Wait, say it again. That last part.

Speaker speaker_0: So, again, well, I'm putting you down for the VIP Classic, the dental, short-term disability, term life, vision and the MEC for employee only. Is that correct?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay. So, in total you're looking at $52.77 a week.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: That'll, that'll get... Does that get it off the, off the check, right?

Speaker speaker_0: Yes, that's, that's, that's taken out-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of your check every week. Uh-huh.

Speaker speaker_1: Yeah, cool. Sounds good. Sounds good.

Speaker speaker_0: All right. So who did you want to name as the beneficiary for the term life?

Speaker speaker_1: Uh, Isamar, I-S-A-M-A-R... Rodriguez.

Speaker speaker_0: Okay, so I-S-A-M-A-R for the first name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then what is, uh, the relation?

Speaker speaker_1: Married.

Speaker speaker_0: Gotcha, okay. So from here it will take about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Once you see that first deduction being made out of your check, coverage will then start the following Monday. Uh, once the coverage is active, your policy information and ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: You will be sending me a ID card for seven to ten business days, you said?

Speaker speaker_0: So, again, from here the enrollment is gonna take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Yes.

Speaker speaker_0: Once you see that first deduction being made out of your check, the coverage will start that following Monday.

Speaker speaker_1: Correct.

Speaker speaker_0: Now, once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Sounds good.

Speaker speaker_0: Yes, sir. Uh, was there anything else you might need help with?

Speaker speaker_1: That'll be it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.