

## **Transcript: VICTORIA**

**Taylor-6169133840384000-6332651633950720**

### **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? Hello. Good afternoon. This is Joseph Diggs. Hey. How can I help you? Yes, I'm calling regarding the benefits y'all have been texting about. I'm with Crown Services. Okay, I'm sorry. Did you say you wanted to decline those? No, no, no. I was calling about the benefits that y'all been... that, that I've seen in the texts that I was trying to get fit up with the benefits. I'm with Crown Services. Okay. Uh, let me pull up your file. What's the last four of your Social? 6061. And, uh, do you mind verifying your address and date of birth? Yes. It's 429 Haywood Avenue, number two, that's Louisville, Kentucky 40208. My date of birth is 04/23/66. Phone number is, uh, 502-450-2237? Right. Okay. And then email is just gonna be joseph.diggs@me@gmail.com? Yes. Do you know, uh, specifically what you're wanting to enroll into? Uh, they come with what all kind of benefits they have, like health or death or whatever, dental. Yes. There's medical, there's dental, there's things like FreeRx, the FreeRx virtual primary care, short-term disability, term life, vision, uh, group accident, behavioral health and ID experts as well. I want the best ones that's possible. I know health and dental, medical, health and dental, medical. Yes. Okay. So I'm not able to suggest any plans. You would have to tell me specifically what you wanna enroll into, and there's a couple different ones for medical. Um- Uh, uh, how much would it cost me? Is it gonna cost me to enroll in this? Yes. All the plans do cost. Um, it really just depends on the plan that you choose, um, and who you're wanting to enroll into. So if you'd like, I can send you a copy of the benefits guide to your email. That way you can review that. Um- Yes, I will- And then if you see- Yes. Yes, I would prefer you do that, then I can check and see if I'm gonna like that. Okay. That's fine. Um, now they do automatically enroll members into coverage. Um, so if you decide that you're not interested in the benefits, just make sure to give us a call back so we can decline it. Sure will. Okay. All right. But I will go ahead and send some more information to your email. Do you need help with anything else? Uh, mm, no, not so far. I was just wondering if you could text it to me. Yeah. That'll be fine. And I'll get back with you. All right. This is it. Okay. Okay, just text it to me and I appreciate it and I'll get back with you. Okay. So I don't have a way to text that information to you. I'm gonna send it to your email. Oh, okay. All right. Okay. All right. Thank you. Yes, sir. I just sent that off, so you should get it here in a few minutes. Okay. I appreciate it. Yes, sir. Have a good day. Mm-hmm.

### **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: Hello. Good afternoon. This is Joseph Diggs.

Speaker speaker\_1: Hey. How can I help you?

Speaker speaker\_2: Yes, I'm calling regarding the benefits y'all have been texting about. I'm with Crown Services.

Speaker speaker\_1: Okay, I'm sorry. Did you say you wanted to decline those?

Speaker speaker\_2: No, no, no. I was calling about the benefits that y'all been... that, that I've seen in the texts that I was trying to get fit up with the benefits. I'm with Crown Services.

Speaker speaker\_1: Okay. Uh, let me pull up your file. What's the last four of your Social?

Speaker speaker\_2: 6061.

Speaker speaker\_1: And, uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Yes. It's 429 Haywood Avenue, number two, that's Louisville, Kentucky 40208. My date of birth is 04/23/66.

Speaker speaker\_1: Phone number is, uh, 502-450-2237?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay. And then email is just gonna be joseph.diggs@me@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Do you know, uh, specifically what you're wanting to enroll into?

Speaker speaker\_2: Uh, they come with what all kind of benefits they have, like health or death or whatever, dental.

Speaker speaker\_1: Yes. There's medical, there's dental, there's things like FreeRx, the FreeRx virtual primary care, short-term disability, term life, vision, uh, group accident, behavioral health and ID experts as well.

Speaker speaker\_2: I want the best ones that's possible. I know health and dental, medical, health and dental, medical. Yes.

Speaker speaker\_1: Okay. So I'm not able to suggest any plans. You would have to tell me specifically what you wanna enroll into, and there's a couple different ones for medical. Um-

Speaker speaker\_2: Uh, uh, how much would it cost me? Is it gonna cost me to enroll in this?

Speaker speaker\_1: Yes. All the plans do cost. Um, it really just depends on the plan that you choose, um, and who you're wanting to enroll into. So if you'd like, I can send you a copy of the benefits guide to your email. That way you can review that. Um-

Speaker speaker\_2: Yes, I will-

Speaker speaker\_1: And then if you see-

Speaker speaker\_2: Yes. Yes, I would prefer you do that, then I can check and see if I'm gonna like that.

Speaker speaker\_1: Okay. That's fine. Um, now they do automatically enroll members into coverage. Um, so if you decide that you're not interested in the benefits, just make sure to give us a call back so we can decline it.

Speaker speaker\_2: Sure will. Okay.

Speaker speaker\_1: All righty. But I will go ahead and send some more information to your email. Do you need help with anything else?

Speaker speaker\_2: Uh, mm, no, not so far. I was just wondering if you could text it to me. Yeah. That'll be fine. And I'll get back with you.

Speaker speaker\_1: All right.

Speaker speaker\_2: This is it. Okay. Okay, just text it to me and I appreciate it and I'll get back with you.

Speaker speaker\_1: Okay. So I don't have a way to text that information to you. I'm gonna send it to your email.

Speaker speaker\_2: Oh, okay. All right. Okay. All right. Thank you.

Speaker speaker\_1: Yes, sir. I just sent that off, so you should get it here in a few minutes.

Speaker speaker\_2: Okay. I appreciate it.

Speaker speaker\_1: Yes, sir. Have a good day.

Speaker speaker\_2: Mm-hmm.