

Transcript: VICTORIA

Taylor-6254357933244416-5370485657878528

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, how are you doing, Victoria? I was, uh, calling to, uh, enroll for these benefits. Okay. Uh, what's the name of the agency you work for? Uh, MAU. And the last four of your Social? 5996. Okay. And I'm sorry, your first and last name? Anthony Washington. Okay. Do you mind verifying your address and date of birth? 3549 Biltmore Place, Augusta, Georgia, 30906. Um, 11/23/1984. And then phone number is 762-215-6249? Yes, ma'am. Okay. And then email is anthonyb.washington@yahoo.com. Yes, ma'am. All right. Uh, do you know what you're wanting to enroll into? Uh... No, I don't. I, uh... Damn. It was on the back of that packet that... Oh, man, ouch. Okay. Um, I can send you a copy of the benefits guide. It'll go over like all the plans being offered, what they cover and how much they cost. Uh, so you can look over that, and then, uh, once you make a decision on what plans you want to enroll into, you can call us back from there. Okay. That'll work. Um, just to let you know, it looks like the open enrollment for your employer is gonna end this Friday, the 31st. Okay. So you have until then to enroll. Okay. All right. So I'm gonna go ahead and send the benefits guide to your email. And then, um, in the meantime, did you have any questions or concerns for me? Uh, no, ma'am. What is the, uh, your business hours to call? Yeah, um, so we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Yeah, oh, okay. All right, okay. All righty. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Thank you. 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: Uh, yes, how are you doing, Victoria? I was, uh, calling to, uh, enroll for these benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5996.

Speaker speaker_0: Okay. And I'm sorry, your first and last name?

Speaker speaker_1: Anthony Washington.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 3549 Biltmore Place, Augusta, Georgia, 30906. Um, 11/23/1984.

Speaker speaker_0: And then phone number is 762-215-6249?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is anthonyb.washington@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Uh, do you know what you're wanting to enroll into?

Speaker speaker_1: Uh... No, I don't. I, uh... Damn. It was on the back of that packet that... Oh, man, ouch.

Speaker speaker_0: Okay. Um, I can send you a copy of the benefits guide. It'll go over like all the plans being offered, what they cover and how much they cost. Uh, so you can look over that, and then, uh, once you make a decision on what plans you want to enroll into, you can call us back from there.

Speaker speaker_1: Okay. That'll work.

Speaker speaker_0: Um, just to let you know, it looks like the open enrollment for your employer is gonna end this Friday, the 31st.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have until then to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I'm gonna go ahead and send the benefits guide to your email. And then, um, in the meantime, did you have any questions or concerns for me?

Speaker speaker_1: Uh, no, ma'am. What is the, uh, your business hours to call?

Speaker speaker_0: Yeah, um, so we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Yeah, oh, okay. All right, okay. All righty. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.