

Transcript: VICTORIA

Taylor-6277443889348608-6355804628140032

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? Hey. Um, I was trying to set up my benefits with Terra Staffing Group, and I can sign in on my regular account but when I try to do it through the benefits, it says that my password or my username is incorrect. Okay. Um, do you know what you're wanting to enroll into? I can try and do it over the phone. Uh, then I had one other question. Like, what are the prices for each, like, available, I guess, plan? Like- Okay. ... monthly basically. Okay. Let me pull up your file. What's the last four of your social? 3986. And your first and last name? Dylan Mitchell. Gotcha. Do you mind verifying your address and date of birth? Yep. 8/16/2000. And then the address is 15935 Southeast Taylor Street, Portland, Oregon 97233. Phone number 971-430-7369? Huh? Oh, phone number 971-430-7369. Okay. Email's gonna be hingsfay4190@gmail.com? Yep. Okay. I can actually email you a copy of the benefits guide. It'll go over, like, all of the plans being offered, what they cover and how much they cost. Perfect. Um- I, I can- And then- I can go over that and then I can give you guys a call back. Okay. Perfect. Um, let me pull it up real quick. Give me one second. All righty. Just sent that to your email. And then also just to let you know, it looks like your personal open enrollment period will end on the 27th of December. Yeah, no problem. I, I planned on getting it either handled today or tomorrow. Okay. Um, just to let you know we're open Monday through Friday, uh, 8:00 AM to 8:00 PM Eastern Time. Perfect. All righty. You have a wonderful night. Thank you very much and have a nice night. Thank you. 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: Hey. Um, I was trying to set up my benefits with Terra Staffing Group, and I can sign in on my regular account but when I try to do it through the benefits, it says that my password or my username is incorrect.

Speaker speaker_1: Okay. Um, do you know what you're wanting to enroll into? I can try and do it over the phone.

Speaker speaker_2: Uh, then I had one other question. Like, what are the prices for each, like, available, I guess, plan? Like-

Speaker speaker_1: Okay.

Speaker speaker_2: ... monthly basically.

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your social?

Speaker speaker_2: 3986.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Dylan Mitchell.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yep. 8/16/2000. And then the address is 15935 Southeast Taylor Street, Portland, Oregon 97233.

Speaker speaker_1: Phone number 971-430-7369?

Speaker speaker_2: Huh? Oh, phone number 971-430-7369.

Speaker speaker_1: Okay. Email's gonna be hingsfay4190@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. I can actually email you a copy of the benefits guide. It'll go over, like, all of the plans being offered, what they cover and how much they cost.

Speaker speaker_2: Perfect.

Speaker speaker_1: Um-

Speaker speaker_2: I, I can-

Speaker speaker_1: And then-

Speaker speaker_2: I can go over that and then I can give you guys a call back.

Speaker speaker_1: Okay. Perfect. Um, let me pull it up real quick. Give me one second. All righty. Just sent that to your email. And then also just to let you know, it looks like your personal open enrollment period will end on the 27th of December.

Speaker speaker_2: Yeah, no problem. I, I planned on getting it either handled today or tomorrow.

Speaker speaker_1: Okay. Um, just to let you know we're open Monday through Friday, uh, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Perfect.

Speaker speaker_1: All righty. You have a wonderful night.

Speaker speaker_2: Thank you very much and have a nice night.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.