

Transcript: VICTORIA

Taylor-6303224935268352-6653203902152704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this, um, Mr. Lowe? Yeah. Hello? Hello. Hey, is this Mr. Lowe? This is he. Hey, this is Victoria with Benefits and a card. Um, we administer medical insurance for Hamilton Riker Group. Yeah. Hey, so I'm just calling because we received a enrollment form for the medical insurance that they offer. Um, it looks like you filled this out on the 14th of February. Um, and it looks like on the actual form, you selected a couple different medical plans. Yeah. So we're unsure exactly what you're wanting to enroll into. I don't even remember doing it. Okay. Um, did you just want me to decline the coverage for now? No. Okay. So, do you know what you're wanting to enroll into or do you even know what's being offered? I don't even know what's being offered. Okay. So there's a couple different medical plans to choose from. Um, there's also things like, you know, dental and vision. Um, so what I can do is I can email you, 'cause I have your email here, um, a copy of the benefits guide. It kind of goes over the different plans being offered, what they cover and how much they cost. That way you can look over it, um... Once you make a decision from there, you would just call us back to enroll. Um, and if you are a new hire with the, uh, the staffing agency, they typically give you, like, 30 days from the date of your first check to enroll. Yeah, he was talking about it. Okay. So did you just wanna look over the information that I can send to you by email and call us back? Or... Yeah. Okay. I will go ahead and have that information sent to your email. Okay, thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this, um, Mr. Lowe?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello.

Speaker speaker_1: Hey, is this Mr. Lowe?

Speaker speaker_2: This is he.

Speaker speaker_1: Hey, this is Victoria with Benefits and a card. Um, we administer medical insurance for Hamilton Riker Group.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, so I'm just calling because we received a enrollment form for the medical insurance that they offer. Um, it looks like you filled this out on the 14th of February. Um, and it looks like on the actual form, you selected a couple different medical plans.

Speaker speaker_2: Yeah.

Speaker speaker_1: So we're unsure exactly what you're wanting to enroll into.

Speaker speaker_2: I don't even remember doing it.

Speaker speaker_1: Okay. Um, did you just want me to decline the coverage for now?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So, do you know what you're wanting to enroll into or do you even know what's being offered?

Speaker speaker_2: I don't even know what's being offered.

Speaker speaker_1: Okay. So there's a couple different medical plans to choose from. Um, there's also things like, you know, dental and vision. Um, so what I can do is I can email you, 'cause I have your email here, um, a copy of the benefits guide. It kind of goes over the different plans being offered, what they cover and how much they cost. That way you can look over it, um... Once you make a decision from there, you would just call us back to enroll. Um, and if you are a new hire with the, uh, the staffing agency, they typically give you, like, 30 days from the date of your first check to enroll.

Speaker speaker_2: Yeah, he was talking about it.

Speaker speaker_1: Okay. So did you just wanna look over the information that I can send to you by email and call us back? Or...

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I will go ahead and have that information sent to your email.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Bye-bye.