

Transcript: VICTORIA

Taylor-6596249311952896-5580667418492928

Full Transcript

Thank you for calling Benefit Center Card, this is Victoria. How can I help you? Um, hi, Victoria. I was calling to start my benefit. Okay. Uh, what's the name of the agency you work for? Partners Personnel. And the last four of your Social? 1565. And your first and last name? Julia Williams. Okay. Um, do you mind verifying your address and date of birth? Yes. My address is 1900 Bowling Road Extension, Apartment 26E, like egg, Taylors, South Carolina 29687. And my date of birth is 7-27-82. Perfect. And then phone number is the same number you're calling from? Yes, ma'am. Okay. And then email is jwill7278, the number two, @gmail.com? Yes, ma'am. Okay. And do you know exactly what you would like to enroll into? Um, medical, dental, and, uh... Yeah, just medical and dental should be fine. And do you guys offer life insurance? We do. Um, so, th- as far as medical though, there's a few different medical plans to choose from. Um, the term life benefit, in the event of your passing, uh, your beneficiary would get the benefit amount of 20,000. Um, now do you know specifically what medical plan you're wanting? Um, no, ma'am. No one gave me any information whatsoever. I just received a text message telling me that I... If I wanted benefits I needed to call this number and enroll within 30 days. Okay. So what I'm gonna do on my end is I'm gonna send the benefits guide to your email so you can look over the different options. You still have some time. You have until the 4th of June to get enrolled and then once you know what specific plan- Okay. ... uh, to enroll into, you can just call us back from there. Okay, that sounds good. Thank you so much. Yes, ma'am. Did you have any other questions before I let you go? No, ma'am. All right. Well, I will go ahead and get that sent your way. And, uh, you have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker_1: Um, hi, Victoria. I was calling to start my benefit.

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

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1565.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Julia Williams.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. My address is 1900 Bowling Road Extension, Apartment 26E, like egg, Taylors, South Carolina 29687. And my date of birth is 7-27-82.

Speaker speaker_0: Perfect. And then phone number is the same number you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is jwill7278, the number two, @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And do you know exactly what you would like to enroll into?

Speaker speaker_1: Um, medical, dental, and, uh... Yeah, just medical and dental should be fine. And do you guys offer life insurance?

Speaker speaker_0: We do. Um, so, th- as far as medical though, there's a few different medical plans to choose from. Um, the term life benefit, in the event of your passing, uh, your beneficiary would get the benefit amount of 20,000. Um, now do you know specifically what medical plan you're wanting?

Speaker speaker_1: Um, no, ma'am. No one gave me any information whatsoever. I just received a text message telling me that I... If I wanted benefits I needed to call this number and enroll within 30 days.

Speaker speaker_0: Okay. So what I'm gonna do on my end is I'm gonna send the benefits guide to your email so you can look over the different options. You still have some time. You have until the 4th of June to get enrolled and then once you know what specific plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, to enroll into, you can just call us back from there.

Speaker speaker_1: Okay, that sounds good. Thank you so much.

Speaker speaker_0: Yes, ma'am. Did you have any other questions before I let you go?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, I will go ahead and get that sent your way. And, uh, you have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.