

Transcript: VICTORIA

Taylor-6685603585900544-4681911449993216

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How you doing, Victoria? Um, I was at, uh, work earlier. Um, I work for MAU/Bosch and, um, I just wanted to know if it was too late to enroll into the, uh, benefits. Okay. Um, what's the last four of your Social? 2653. Gotcha. And the last four... Or I'm sorry, your first and last name? Marvin Crenshaw. Okay. All righty. Do you mind verifying your address and date of birth? 8764 Herbert Avenue, May 18th, 1987. Phone number is, uh, 513-400-1434? Yes. And then email is first and last name 87 at gmail? Correct. Okay. So I see that you're actually already enrolled into the MEC, uh, for employee plus child and then the dental for just yourself. So it'll automatically just re-enroll me if I already was already, uh, enrolled? Yeah. So what you have will roll over into the new year. The open enrollment is just basically if you wanted to, like, cancel or make changes to your enrollment. Yeah. I asked, um, the HR person. They was unsure about answering, so that's why they just gave me the number to make sure. But if I'm already in, then okay, that's good news. Yes, sir. Was there anything else you might need help with? No, that'll be it. All righty. You have a wonderful night. All right. Thanks. 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: How you doing, Victoria? Um, I was at, uh, work earlier. Um, I work for MAU/Bosch and, um, I just wanted to know if it was too late to enroll into the, uh, benefits.

Speaker speaker_0: Okay. Um, what's the last four of your Social?

Speaker speaker_1: 2653.

Speaker speaker_0: Gotcha. And the last four... Or I'm sorry, your first and last name?

Speaker speaker_1: Marvin Crenshaw.

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

Speaker speaker_1: 8764 Herbert Avenue, May 18th, 1987.

Speaker speaker_0: Phone number is, uh, 513-400-1434?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first and last name 87 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I see that you're actually already enrolled into the MEC, uh, for employee plus child and then the dental for just yourself.

Speaker speaker_1: So it'll automatically just re-enroll me if I already was already, uh, enrolled?

Speaker speaker_0: Yeah. So what you have will roll over into the new year. The open enrollment is just basically if you wanted to, like, cancel or make changes to your enrollment.

Speaker speaker_1: Yeah. I asked, um, the HR person. They was unsure about answering, so that's why they just gave me the number to make sure. But if I'm already in, then okay, that's good news.

Speaker speaker_0: Yes, sir. Was there anything else you might need help with?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All righty. You have a wonderful night.

Speaker speaker_1: All right. Thanks. You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.