

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes. My name is Abraham Wright Junior, and I was calling, um, because I was having trouble, um, with my big enrollment. Um, it won't let me, uh, move on to the next step. Uh, for some reason, the next button isn't loading. It's spinning in a circle. It won't let me, um, decline or select any of the options. So if you wish, we could do your enrollment through the phone. Like, um, I could do it from my end. All right. Um, did you wanna enroll or y- were you looking into declining? Um, I just wanted to enroll in a dental only. Okay. Um, what staff and agency do you work for? Um, On Track. Okay. And then what is the last four numbers of your Social? Um, 1909. And I would need your first and last name, please. Um, Abraham Wright. Okay. Thank you. For security purposes, I do need you to verify your full address as well as your date of birth. Um, 1004 Geneva Street, Tuscumbia, Alabama, um, 8/29/1997. Okay. Is 229-314-2290 your phone number still? Yes. Okay. And then is abrahamwright11@yahoo.com your email address? Yes. Okay. Um, how long ago have you been with them? Um, I'm a recently... I'm ju-... I'm doing the application process now. Gotcha. Okay. Um, so I would have to d-... So you haven't started working with them yet by any chance? No. Okay. Um, so right now, I'm not able to enroll you because we don't have that new hire date yet, and, um, if a company's not within their company open enrollment. So I would have to d-... I would have to send a email to the main office requesting a eligibility review to see if you're eligible for benefits before I tell you that I can enroll you or not into that dental plan. So I would have to send that email to the main office. Oh. Okay. Okay. Okay. To check for eligibility. Um, and then if you wish, I could call you tomorrow or whenever I get a answer from them informing you that you're Or, or I could just wait- enrolled or not. ... until I, um, or I could just wait until I start. Um, I could just wait until I actually hear back from them then. Okay. Um, are you sure? Or I'm... Well, yeah, you can just give me a call back tomorrow then. That'll work. Okay. Is that a good phone number, the 229-314-2290? Yes. Okay. Okay. So I'll send that to the main office, um, and then I'll give you a call back letting you know what they have said informing you. All right. Thanks. You're welcome. I hope you have a good day. You as well.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Yes. My name is Abraham Wright Junior, and I was calling, um, because I was having trouble, um, with my big enrollment. Um, it won't let me, uh, move on to the next step. Uh, for some reason, the next button isn't loading. It's spinning in a circle. It won't let me, um, decline or select any of the options.

Speaker speaker_1: So if you wish, we could do your enrollment through the phone. Like, um, I could do it from my end.

Speaker speaker_2: All right.

Speaker speaker_1: Um, did you wanna enroll or y- were you looking into declining?

Speaker speaker_2: Um, I just wanted to enroll in a dental only.

Speaker speaker_1: Okay. Um, what staff and agency do you work for?

Speaker speaker_2: Um, On Track.

Speaker speaker_1: Okay. And then what is the last four numbers of your Social?

Speaker speaker_2: Um, 1909.

Speaker speaker_1: And I would need your first and last name, please.

Speaker speaker_2: Um, Abraham Wright.

Speaker speaker_1: Okay. Thank you. For security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker_2: Um, 1004 Geneva Street, Tuscumbia, Alabama, um, 8/29/1997.

Speaker speaker_1: Okay. Is 229-314-2290 your phone number still?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then is abrahamwright11@yahoo.com your email address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, how long ago have you been with them?

Speaker speaker_2: Um, I'm a recently... I'm ju-... I'm doing the application process now.

Speaker speaker_1: Gotcha. Okay. Um, so I would have to d-... So you haven't started working with them yet by any chance?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, so right now, I'm not able to enroll you because we don't have that new hire date yet, and, um, if a company's not within their company open enrollment. So I would have to d-... I would have to send a email to the main office requesting a eligibility review to see if you're eligible for benefits before I tell you that I can enroll you or not into that dental plan. So I would have to send that email to the main office.

Speaker speaker_2: Oh. Okay. Okay. Okay.

Speaker speaker_1: To check for eligibility. Um, and then if you wish, I could call you tomorrow or whenever I get a answer from them informing you that you're

Speaker speaker_3: Or, or I could just wait-

Speaker speaker_1: enrolled or not.

Speaker speaker_2: ... until I, um, or I could just wait until I start. Um, I could just wait until I actually hear back from them then.

Speaker speaker_1: Okay. Um, are you sure?

Speaker speaker_2: Or I'm... Well, yeah, you can just give me a call back tomorrow then. That'll work.

Speaker speaker_1: Okay. Is that a good phone number, the 229-314-2290?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. So I'll send that to the main office, um, and then I'll give you a call back letting you know what they have said informing you.

Speaker speaker_2: All right. Thanks.

Speaker speaker_1: You're welcome. I hope you have a good day.

Speaker speaker_2: You as well.