

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 Car. My name is Stephanie. How can I assist you? Yes, I was gonna... I'm through with one service with Wagner and they, uh, told me to enroll my insurance. Okay. Um, what are the last four of your Social? 2452. For security purposes, do you mind verifying your address as well as your date of birth? Yes. 531 Mountain View Church Road Northwest, Block 2H2, Monroe, Georgia 30656. 62117. Is your phone number 268-4989? Yes, ma'am. And then I have L-E-N-O-L-I-S-E, aaron41@gmail.com. Yes, ma'am. Okay. And then, did you want to add additional plans? 'Cause it looks like you have your preventative plan already. Um, were you looking into adding additional? Yes. Yes. General insurance and, um, office. Okay. Did you still want to keep your preventative? Yes. Okay. Okay, so I have dental for \$3.38. Did you want to do employee only? Yes. Hey, could I call back? I'm in the ER actually, I didn't know they were gonna call me back. But yeah, I want to keep all, get all that. Okay. Um, do you want me to go ahead and do that real quick or...? Yes, go ahead and... Everything, um, ev- dental and eye visit is what I want to use. And the one I keep going. Okay. I'm sorry, I'm not trying to be disruptive or getting in the bedroom. Okay. It's okay. Um, do you allow Wagner Services to do the weekly deduction of \$19.38 for the selected plans? Yeah, that's fine with me. Okay. Okay, and then let me just verify real quick before I let you go if there's a effective date. 'Cause sometimes they have effective dates for the plan. Give me one second. No, that's fine. Okay. So it looks like it has a effective date of December 20. All right, that's fine. Okay. Um, did you have any questions for me? I was gonna let you know once you see that first deduction, the follow-up week, card- Yes. ... that dental card and that vision card. Okay? All right, that's fine. How much will it be every month? I mean, every week, sorry. \$19.38. All right, cool. Thank you. Yes, sir. You're welcome, and then that first week of your activation week, either that Thursday or Friday, you should be getting three cards. So you're going to get your preventative card, your dental card, and your vision card. And if for some reason you need, like, your, your cards before you actually receive them, you're welcome to give us a call and we can email them to you. All right, cool. Thank you, ma'am. You're welcome. Have a nice day. All right, you too, 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 in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I was gonna... I'm through with one service with Wagner and they, uh, told me to enroll my insurance.

Speaker speaker_1: Okay. Um, what are the last four of your Social?

Speaker speaker_2: 2452.

Speaker speaker_1: For security purposes, do you mind verifying your address as well as your date of birth?

Speaker speaker_2: Yes. 531 Mountain View Church Road Northwest, Block 2H2, Monroe, Georgia 30656. 62117.

Speaker speaker_1: Is your phone number 268-4989?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have L-E-N-O-L-I-S-E, aaron41@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then, did you want to add additional plans? 'Cause it looks like you have your preventative plan already. Um, were you looking into adding additional?

Speaker speaker_2: Yes. Yes. General insurance and, um, office.

Speaker speaker_1: Okay. Did you still want to keep your preventative?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay, so I have dental for \$3.38. Did you want to do employee only?

Speaker speaker_2: Yes. Hey, could I call back? I'm in the ER actually, I didn't know they were gonna call me back. But yeah, I want to keep all, get all that.

Speaker speaker_1: Okay. Um, do you want me to go ahead and do that real quick or...?

Speaker speaker_2: Yes, go ahead and... Everything, um, ev- dental and eye visit is what I want to use. And the one I keep going.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm sorry, I'm not trying to be disruptive or getting in the bedroom.

Speaker speaker_1: Okay. It's okay. Um, do you allow Wagner Services to do the weekly deduction of \$19.38 for the selected plans?

Speaker speaker_2: Yeah, that's fine with me.

Speaker speaker_1: Okay. Okay, and then let me just verify real quick before I let you go if there's a effective date. 'Cause sometimes they have effective dates for the plan. Give me one second.

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Okay. So it looks like it has a effective date of December 20.

Speaker speaker_2: All right, that's fine.

Speaker speaker_1: Okay. Um, did you have any questions for me? I was gonna let you know once you see that first deduction, the follow-up week, card-

Speaker speaker_2: Yes.

Speaker speaker_1: ... that dental card and that vision card. Okay?

Speaker speaker_2: All right, that's fine. How much will it be every month? I mean, every week, sorry.

Speaker speaker_1: \$19.38.

Speaker speaker_2: All right, cool. Thank you.

Speaker speaker_1: Yes, sir. You're welcome, and then that first week of your activation week, either that Thursday or Friday, you should be getting three cards. So you're going to get your preventative card, your dental card, and your vision card. And if for some reason you need, like, your, your cards before you actually receive them, you're welcome to give us a call and we can email them to you.

Speaker speaker_2: All right, cool. Thank you, ma'am.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right, you too, bye-bye.