

Transcript: Justin

Mills-4535033577029632-6698445379682304

Full Transcript

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Dominic Kidd? Speaking. Awesome. This is Justin from Benefits and a Card calling on behalf of Hamilton Reicher Group. How are you doing today? I'm doing good. Awesome. Uh, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton Reicher dated November 11th, so yesterday, letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down all of them for both VIP plans, when technically, you're supposed to choose one. So I'm just- Uh-oh. ... uh, calling to reach out to see which VIP plan you wanted. Um... The... Just the one for the individual, I guess, is for me. I only... Okay. 'Cause you put down the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. We were just wanting to confirm which one you wanted. Uh, the Standard was- I want the one... Okay, I want the one that, like you said, the hospital and all of that. I want that one. Okay. So, they both cover hospitals, doctors and medications. I'm just confirming, do you want the Standard or the Classic? The Standard is \$16.80. Okay. While the Classic is \$18.57. Well, let me do the \$16 one. Okay, so I'll go ahead and put you down for the VIP Standard as well as the other additional benefit options you elected for employee only. But is there anything else I could help you out with today, Dominic? No, ma'am. Awesome. Well, you have a wonderful day, okay?

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. May I speak with Dominic Kidd?

Speaker speaker_1: Speaking.

Speaker speaker_2: Awesome. This is Justin from Benefits and a Card calling on behalf of Hamilton Reicher Group. How are you doing today?

Speaker speaker_1: I'm doing good.

Speaker speaker_2: Awesome. Uh, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton Reicher dated November 11th, so yesterday, letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down all of them for both VIP plans, when technically, you're supposed to choose one. So I'm just-

Speaker speaker_1: Uh-oh.

Speaker speaker_2: ... uh, calling to reach out to see which VIP plan you wanted.

Speaker speaker_1: Um... The... Just the one for the individual, I guess, is for me. I only...

Speaker speaker_2: Okay. 'Cause you put down the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. We were just wanting to confirm which one you wanted. Uh, the Standard was-

Speaker speaker_1: I want the one... Okay, I want the one that, like you said, the hospital and all of that. I want that one.

Speaker speaker_2: Okay. So, they both cover hospitals, doctors and medications. I'm just confirming, do you want the Standard or the Classic? The Standard is \$16.80.

Speaker speaker_1: Okay.

Speaker speaker_2: While the Classic is \$18.57.

Speaker speaker_1: Well, let me do the \$16 one.

Speaker speaker_2: Okay, so I'll go ahead and put you down for the VIP Standard as well as the other additional benefit options you elected for employee only. But is there anything else I could help you out with today, Dominic?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Awesome. Well, you have a wonderful day, okay?