

## Transcript: Justin

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### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. How you doing? My name is Oscar Valenzon. Uh- Okay. How can I help you today? I was just, uh, regarding the, the enrollment or the enrollment, uh, for the Adepta HR. Yeah. Did you want to be enrolled into benefits? Uh, yes, please. Okay. So Adepta HR, what's the last four of your social? Last four of my social? Correct. Uh, 7209. And what was your first and last name again? I'm sorry. Oscar. And your last name? Uh, Valen- Valentini. And for security purposes, could you verify your home address, including city, state and zip code, Oscar? Oakland, California. House is just 2235 107th Avenue. You said 107th Avenue? Yes. Okay. And confirm your date of birth. April 29th '04. And a good telephone number I have is 510-930-9949. Correct. And that email address is oscarv51011@gmail.com? Yes, sir. Okay. Um, now did you have an idea of what you wanted to be enrolled into or no? Uh, uh, repeat that again. I'm sorry. I stated did you have an idea of what you wanted to be enrolled into or no? Yeah. I was going to ask, uh, what kind of, uh, benefits do you guys, uh, have? Um, so Adepta HR, I do know that they offer four different medical plans. One of them just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that for \$16.18 per week. All right. Then they have three other medical plans, the VIP plans, which cover hospitals, doctors and medications ranging from \$17.66 to \$31.61. However, they do offer other things like free RX, which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident and behavior health. Okay. And then, do you, do you guys, uh... I could apply for 401? No. Reach out to Adepta HR regarding 401 since we don't offer 401 here at Benefits and a Card. Okay. Um, so wait, um, my bad. This is, uh, very loud out here. Uh, for the 401, I, I gotta apply somewhere else or call somebody else? Yeah. I would re- I would reach back out to Adepta HR regarding 401 since we don't offer 401 here at Benefits and a Card. That's something you would reach out- Oh. ... to Adepta HR. Okay. Well, um, yeah. I just want... I, I will call for the 401. That's my, my mistake. No worries. Uh, well, I would, like I said, just reach out to Adepta HR to see if they have a 401- Yeah. ... um, and then go from there. Yeah. I appreciate it. Thank you so much for your time. Sorry for wasting your time by the way. No worries, Oscar. You have a great day, okay? All right. You too. Thank you. All right. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey. How you doing? My name is Oscar Valenzon. Uh-

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: I was just, uh, regarding the, the enrollment or the enrollment, uh, for the Adepta HR.

Speaker speaker\_0: Yeah. Did you want to be enrolled into benefits?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Okay. So Adepta HR, what's the last four of your social?

Speaker speaker\_1: Last four of my social?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Uh, 7209.

Speaker speaker\_0: And what was your first and last name again? I'm sorry.

Speaker speaker\_1: Oscar.

Speaker speaker\_0: And your last name?

Speaker speaker\_1: Uh, Valen- Valentini.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Oscar?

Speaker speaker\_1: Oakland, California. House is just 2235 107th Avenue.

Speaker speaker\_0: You said 107th Avenue?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And confirm your date of birth.

Speaker speaker\_1: April 29th '04.

Speaker speaker\_0: And a good telephone number I have is 510-930-9949.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And that email address is oscarv51011@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_1: Uh, uh, repeat that again. I'm sorry.

Speaker speaker\_0: I stated did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_1: Yeah. I was going to ask, uh, what kind of, uh, benefits do you guys, uh, have?

Speaker speaker\_0: Um, so Adepta HR, I do know that they offer four different medical plans. One of them just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that for \$16.18 per week.

Speaker speaker\_1: All right.

Speaker speaker\_0: Then they have three other medical plans, the VIP plans, which cover hospitals, doctors and medications ranging from \$17.66 to \$31.61. However, they do offer other things like free RX, which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident and behavior health.

Speaker speaker\_1: Okay. And then, do you, do you guys, uh... I could apply for 401?

Speaker speaker\_0: No. Reach out to Adepta HR regarding 401 since we don't offer 401 here at Benefits and a Card.

Speaker speaker\_1: Okay. Um, so wait, um, my bad. This is, uh, very loud out here. Uh, for the 401, I, I gotta apply somewhere else or call somebody else?

Speaker speaker\_0: Yeah. I would re- I would reach back out to Adepta HR regarding 401 since we don't offer 401 here at Benefits and a Card. That's something you would reach out-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... to Adepta HR.

Speaker speaker\_1: Okay. Well, um, yeah. I just want... I, I will call for the 401. That's my, my mistake.

Speaker speaker\_0: No worries. Uh, well, I would, like I said, just reach out to Adepta HR to see if they have a 401-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... um, and then go from there.

Speaker speaker\_1: Yeah. I appreciate it. Thank you so much for your time. Sorry for wasting your time by the way.

Speaker speaker\_0: No worries, Oscar. You have a great day, okay?

Speaker speaker\_1: All right. You too. Thank you.

Speaker speaker\_0: All right. Bye-bye.