

Transcript: Pamela

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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. This is Pamela speaking. How may I help you? Hi. Um, I just, um, called to, uh, enroll in benefits through Partners Personal. I was just calling back 'cause I actually want to change to a different plan. Okay. May I have the last four digits of your Social? Yeah, uh, 5783. Your first and last name? Matthew Happ. Last name's H-A-P-P. Ah, ahem. Mr. Happ, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, it's 40237 Vitat Circle, um, San Diego, California 92591. And then, uh, my date of birth is August 6th, 1998. Thank you for that information. We have a phone number on file, f- 402-615-0540. No, sorry. That... Why I got this number here? I'm so sorry. It's 951-234-2582. Yes, yeah. Mm-hmm. Okay, and then we have, uh, your first name, last name. Uh, no. matthapp@... @me.com for the email? Yes. Yeah. Email, yes. And what would you like to change, sir? Um, I believe I just signed up for the Standard Plan, but I wanted to actually change it to the VIP Prime Plan. Okay. And then, I also was wondering if I'm able to add dental and vision to that? Sure. So we changing to VIP Prime Dental and Vision, and your total now will be \$49.06. Okay, perfect. Thank you. Okay. Um, everything stays the same. ... for the benefits to start and about the Section 125, which is a IRS regulation. Yes. All right. Is there anything else that you need help with? No, that'll be all. Thank you. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Thank you. You too. 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 Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I just, um, called to, uh, enroll in benefits through Partners Personal. I was just calling back 'cause I actually want to change to a different plan.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: Yeah, uh, 5783.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Matthew Happ. Last name's H-A-P-P.

Speaker speaker_1: Ah, ahem. Mr. Happ, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, it's 40237 Vitat Circle, um, San Diego, California 92591. And then, uh, my date of birth is August 6th, 1998.

Speaker speaker_1: Thank you for that information. We have a phone number on file, f-402-615-0540. No, sorry. That... Why I got this number here? I'm so sorry. It's 951-234-2582.

Speaker speaker_2: Yes, yeah.

Speaker speaker_1: Mm-hmm. Okay, and then we have, uh, your first name, last name. Uh, no. matthapp@... @me.com for the email?

Speaker speaker_2: Yes. Yeah. Email, yes.

Speaker speaker_1: And what would you like to change, sir?

Speaker speaker_2: Um, I believe I just signed up for the Standard Plan, but I wanted to actually change it to the VIP Prime Plan.

Speaker speaker_1: Okay.

Speaker speaker_2: And then, I also was wondering if I'm able to add dental and vision to that?

Speaker speaker_1: Sure. So we changing to VIP Prime Dental and Vision, and your total now will be \$49.06.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_1: Okay. Um, everything stays the same. ... for the benefits to start and about the Section 125, which is a IRS regulation.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Is there anything else that you need help with?

Speaker speaker_2: No, that'll be all. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: Thank you. You too. Bye.