

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, thank you for- Hello. ... calling Benefits in a Card, this is Pamela speaking, how may I help you? Hey, how are you today? I'm calling, um, for open enrollment. All right, who do you work for? Um, APC Healthcare. May I have the last four digits of your social? 8051. And your first and last name? Sonya Howard Combs. Okay, Ms. Combs, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 213 Walnut Square Drive, Thomasville, Georgia, 31757. And birthday is January 8th, 1978. Thank you. All right, so... And we have a phone number of -2967- 6729364, and your email is sonya-sonyalean.howard@gmail.com? Yes. All right. And how may I help you with your enrollment? Um, I am trying to... I have, uh, dental, vision and I think the life insurance. Okay. And so I'm inquiring about, um, getting the medical insurance, the health insurance. Okay. I tried to go online but it doesn't let me in. It tells me that I have a login but I can't, I can't get in, and when I go to reset it, it's not sending anything to my email. Hmm. Okay, I understand. And do you know which plan would you like to enroll? I don't, because it's been a while since I looked at the plans, so I need to... Uh, I don't know how to go about even what they're costing or what to select. Okay. Let's see. They are offering four... Let me see until when is your open enrollment. 28th, that will be Friday will be your last day. This is so slow today. So they do have, like four different medical plans and options. Mm-hmm. If you would like, we're here until eight o'clock Eastern Time today. And you- You do what now? We here until eight o'clock Eastern Time. Uh-huh. I could send you the benefit guide so you could choose the correct plan for you. Okay. You could call us back today if you would like to, or you still have Thursday and Friday to enroll. Okay. Okay. So, um, when you receive the benefit guide, the plans that you see, the, the amount that you see under each medical plan, that's the amount that the insurance gonna cover for those plans. That's the amount that what's gonna cover? The insurance. Uh-huh. Because these, um, medical plans are not like major insurance, so, um, I'm letting you know, because some members think that that said copay, and actually that's the amount that the insurance going to cover. That's the amount that the insurance is gonna cover? Yes, ma'am. Okay. Not everything is listed there, but it, it'll give you a good overview of how they work. Okay. Okay. Um, like I say, you still have until Friday... I mean, we, we close tomorrow and Christmas Day. So on Thursday, we're here from 8:00 AM to 8:00 PM Eastern Time. Same thing Friday. And today until eight o'clock Eastern Time as well. Okay. So you could go over it and decide what, what works best for you. Okay. Spam and junk mail, they might go there. And it's coming from- Okay. ... Benefits in a Car. Okay, you're going to email it to me, so I was just getting ready to open it up? Yes, it's a- Okay. ... PDF file. Okay. Okay. Anything else I can- All right. ... do for you? No, that's all. Am I in... My life insurance, what's my life insurance policy that I currently have? That you have the only one

that they offer is, is... They cover \$20,000. Oh, okay. All right. And so insurance, life insurance is just for me, not my kids, right? Uh, no, it's for three, four, all of you. Yeah. Okay, so \$20,000 on each one? Okay. Yes. All right. Okay. All right. All right. Thank you. Thank you. Mm-hmm. All right. Have a very blessed day, ma'am. Okay, you too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, thank you for-

Speaker speaker\_2: Hello.

Speaker speaker\_1: ... calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker\_2: Hey, how are you today? I'm calling, um, for open enrollment.

Speaker speaker\_1: All right, who do you work for?

Speaker speaker\_2: Um, APC Healthcare.

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: 8051.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sonya Howard Combs.

Speaker speaker\_1: Okay, Ms. Combs, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 213 Walnut Square Drive, Thomasville, Georgia, 31757. And birthday is January 8th, 1978.

Speaker speaker\_1: Thank you. All right, so... And we have a phone number of -2967-6729364, and your email is sonya- sonyalean.howard@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And how may I help you with your enrollment?

Speaker speaker\_2: Um, I am trying to... I have, uh, dental, vision and I think the life insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And so I'm inquiring about, um, getting the medical insurance, the health insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I tried to go online but it doesn't let me in. It tells me that I have a login but I can't, I can't get in, and when I go to reset it, it's not sending anything to my email.

Speaker speaker\_1: Hmm. Okay, I understand. And do you know which plan would you like to enroll?

Speaker speaker\_2: I don't, because it's been a while since I looked at the plans, so I need to... Uh, I don't know how to go about even what they're costing or what to select.

Speaker speaker\_1: Okay. Let's see. They are offering four... Let me see until when is your open enrollment. 28th, that will be Friday will be your last day. This is so slow today. So they do have, like four different medical plans and options.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: If you would like, we're here until eight o'clock Eastern Time today. And you-

Speaker speaker\_2: You do what now?

Speaker speaker\_1: We here until eight o'clock Eastern Time.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: I could send you the benefit guide so you could choose the correct plan for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You could call us back today if you would like to, or you still have Thursday and Friday to enroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So, um, when you receive the benefit guide, the plans that you see, the, the amount that you see under each medical plan, that's the amount that the insurance gonna cover for those plans.

Speaker speaker\_2: That's the amount that what's gonna cover?

Speaker speaker\_1: The insurance.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Because these, um, medical plans are not like major insurance, so, um, I'm letting you know, because some members think that that said copay, and actually that's the amount that the insurance going to cover.

Speaker speaker\_2: That's the amount that the insurance is gonna cover?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Not everything is listed there, but it, it'll give you a good overview of how they work.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, like I say, you still have until Friday... I mean, we, we close tomorrow and Christmas Day. So on Thursday, we're here from 8:00 AM to 8:00 PM Eastern Time. Same thing Friday. And today until eight o'clock Eastern Time as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you could go over it and decide what, what works best for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Spam and junk mail, they might go there. And it's coming from-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Benefits in a Car.

Speaker speaker\_2: Okay, you're going to email it to me, so I was just getting ready to open it up?

Speaker speaker\_1: Yes, it's a-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... PDF file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Anything else I can-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... do for you?

Speaker speaker\_2: No, that's all. Am I in... My life insurance, what's my life insurance policy that I currently have?

Speaker speaker\_1: That you have the only one that they offer is, is... They cover \$20,000.

Speaker speaker\_2: Oh, okay. All right. And so insurance, life insurance is just for me, not my kids, right?

Speaker speaker\_1: Uh, no, it's for three, four, all of you. Yeah.

Speaker speaker\_2: Okay, so \$20,000 on each one? Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right. Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you. Mm-hmm.

Speaker speaker\_2: All right.

Speaker speaker\_1: Have a very blessed day, ma'am.

Speaker speaker\_2: Okay, you too. Bye-bye.