

Transcript: Pamela

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Full Transcript

You have been called in. How may I help you? Hi. Um, I'd like to enroll in benefits. Who do you work for, sir? Uh, Department of Personnel. May I have the last four digits of your Social? 0773. First and last name? How much does it cost? Well, it depends on what you choose. They have six different medical plans, plus the options. It all depends on, uh, what you decide. Okay. What would you like to choose, sir? I mean... So sorry, what is your first and last name? Stuart James. Mr. James, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, I don't know what address I put. 1800 Darrell Kale? No, sir. Is that... Is that the right address? No, sir. Or did I use 195 W 2nd? Yes. Can you tell me the state, city and ZIP code? Uh, Reno. Uh, 89512. 89501. And what's the state? Huh... What? Pardon? The state and zip code. The state is Nevada. All right thank you. N- Nevada. Nevada. All right. We have... We have it... You have an email address. And my birthday is 3-3... It says 3-5-80. 775-313-5347. Thank you. And the email is- Uh-huh. ... support, your first name, last name, 77510@- 510. ... gmail.com. Uh-huh. Correct. All right. Correct. Okay. All right. Give me one second. All right. Have you seen the benefit guide? No. All right. If you would like, I can send you a complete guide with all the benefits that they offer, so you could choose the correct one for you. This, um, benefit or coverage, they are not like the major insurance. They already have, like, a set amount that they're gonna pay. Anything above that amount will be your responsibility. Like, some of the plan will cover \$50 towards your visit to the doctors, and you have four visits per year. And, um, they have preventive care. You do have until the 24th of this month to enroll in the benefits. Okay. Would you like me to email you the, uh, um, benefit guide? Yeah. Yes. Yes, please. So when you look at the email, check your spam and junk mail. It might go there. It's coming in from info@benefitsinacar. Okay. All right. Thank you for giving us- Okay. ... our call. Have a great rest of the day, sir. All right. Yo- you do the same. Bye.

Conversation Format

Speaker speaker_0: You have been called in. How may I help you?

Speaker speaker_1: Hi. Um, I'd like to enroll in benefits.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Uh, Department of Personnel.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 0773.

Speaker speaker_0: First and last name?

Speaker speaker_1: How much does it cost?

Speaker speaker_0: Well, it depends on what you choose. They have six different medical plans, plus the options. It all depends on, uh, what you decide.

Speaker speaker_1: Okay.

Speaker speaker_0: What would you like to choose, sir? I mean... So sorry, what is your first and last name?

Speaker speaker_1: Stuart James.

Speaker speaker_0: Mr. James, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, I don't know what address I put. 1800 Darrell Kale?

Speaker speaker_0: No, sir.

Speaker speaker_1: Is that... Is that the right address?

Speaker speaker_0: No, sir.

Speaker speaker_1: Or did I use 195 W 2nd?

Speaker speaker_0: Yes. Can you tell me the state, city and ZIP code?

Speaker speaker_1: Uh, Reno. Uh, 89512. 89501.

Speaker speaker_0: And what's the state?

Speaker speaker_1: Huh... What? Pardon?

Speaker speaker_0: The state and zip code.

Speaker speaker_1: The state is Nevada.

Speaker speaker_0: All right thank you.

Speaker speaker_1: N- Nevada. Nevada.

Speaker speaker_0: All right. We have... We have it... You have an email address.

Speaker speaker_1: And my birthday is 3-3... It says 3-5-80. 775-313-5347.

Speaker speaker_0: Thank you. And the email is-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... support, your first name, last name, 77510@-

Speaker speaker_1: 510.

Speaker speaker_0: ... gmail.com.

Speaker speaker_1: Uh-huh. Correct.

Speaker speaker_0: All right.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. All right. Give me one second. All right. Have you seen the benefit guide?

Speaker speaker_1: No.

Speaker speaker_0: All right. If you would like, I can send you a complete guide with all the benefits that they offer, so you could choose the correct one for you. This, um, benefit or coverage, they are not like the major insurance. They already have, like, a set amount that they're gonna pay. Anything above that amount will be your responsibility. Like, some of the plan will cover \$50 towards your visit to the doctors, and you have four visits per year. And, um, they have preventive care. You do have until the 24th of this month to enroll in the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to email you the, uh, um, benefit guide?

Speaker speaker_1: Yeah. Yes. Yes, please.

Speaker speaker_0: So when you look at the email, check your spam and junk mail. It might go there. It's coming in from info@benefitsinacar.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you for giving us-

Speaker speaker_1: Okay.

Speaker speaker_0: ... our call. Have a great rest of the day, sir.

Speaker speaker_1: All right. Yo- you do the same.

Speaker speaker_0: Bye.