

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Credit Card. This is Pamela speaking. How may I help you? Um, yes, I've got messages from here, but, um, like, 'cause I started with Partners, um, Personnel, and it says I have 30 days to enroll in benefits. Okay. So, it's for health benefits. They say, um- Yeah, because like... Does it, like, consist of, like, insurance and things like that? Yes. You pay according on for you enrolled and they will be deducted from your employer, I mean, sorry, from your check, um, every week. Okay. Would you like to enroll? Yes, ma'am. I would. Okay. May I have the last four digits of the Social? 2366. The first and last name? Aaliyah Sanders. A-A-L-I-Y-A-H Sanders. Ms. Sanders, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 104 Bailey Road. Date of birth is 11/21/2002. I need the complete address, ma'am, just to make sure we have it correct in our system. 104 Bailey Road, Buffalo, South Carolina, 29321. Thank you for the information. We have the telephone number on file, 729-5370, and your email is your first name, last name, 344@gmail.com. Yes, ma'am, that's correct. And do you know what plan would you like to enroll to? Um, no, ma'am. What are the plans? Okay. They do over six different medical plans, plus the options like dental, vision or life insurance. These are not like major insurance. This insurance, um, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. If you would like, I could send you a complete guide of all the benefits and prices that they offer if you would like to. You still have until the 23rd of this month to enroll within the benefits. Okay, and you said it's about \$60 for the medical? No. It all depends on what plan you wanna utilize to enroll. They have plans that start at, um, \$16.80 all the way to \$43.76, and they do have a plan that is more like the traditional plan that they have a deductible that you have to meet, which is 6,500, and the premium for that plan monthly is \$502.71. Well, um, I'm gonna call you back when I decide on what plan. No problem then. Anything else I can do for you? No, ma'am. That'll be all. Thank you. All right. Thank you for giving-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Credit Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, yes, I've got messages from here, but, um, like, 'cause I started with Partners, um, Personnel, and it says I have 30 days to enroll in benefits.

Speaker speaker_1: Okay. So, it's for health benefits. They say, um-

Speaker speaker_2: Yeah, because like... Does it, like, consist of, like, insurance and things like that?

Speaker speaker_1: Yes. You pay according on for you enrolled and they will be deducted from your employer, I mean, sorry, from your check, um, every week.

Speaker speaker_2: Okay.

Speaker speaker_1: Would you like to enroll?

Speaker speaker_2: Yes, ma'am. I would.

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

Speaker speaker_2: 2366.

Speaker speaker_1: The first and last name?

Speaker speaker_2: Aaliyah Sanders. A-A-L-I-Y-A-H Sanders.

Speaker speaker_1: Ms. Sanders, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: 104 Bailey Road. Date of birth is 11/21/2002.

Speaker speaker_1: I need the complete address, ma'am, just to make sure we have it correct in our system.

Speaker speaker_2: 104 Bailey Road, Buffalo, South Carolina, 29321.

Speaker speaker_1: Thank you for the information. We have the telephone number on file, 729-5370, and your email is your first name, last name, 344@gmail.com.

Speaker speaker_2: Yes, ma'am, that's correct.

Speaker speaker_1: And do you know what plan would you like to enroll to?

Speaker speaker_2: Um, no, ma'am. What are the plans?

Speaker speaker_1: Okay. They do over six different medical plans, plus the options like dental, vision or life insurance. These are not like major insurance. This insurance, um, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. If you would like, I could send you a complete guide of all the benefits and prices that they offer if you would like to. You still have until the 23rd of this month to enroll within the benefits.

Speaker speaker_2: Okay, and you said it's about \$60 for the medical?

Speaker speaker_1: No. It all depends on what plan you wanna utilize to enroll. They have plans that start at, um, \$16.80 all the way to \$43.76, and they do have a plan that is more like the traditional plan that they have a deductible that you have to meet, which is 6,500, and the premium for that plan monthly is \$502.71.

Speaker speaker_2: Well, um, I'm gonna call you back when I decide on what plan.

Speaker speaker_1: No problem then. Anything else I can do for you?

Speaker speaker_2: No, ma'am. That'll be all. Thank you.

Speaker speaker_1: All right. Thank you for giving-