

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10th Guard. This is Sam, mother speaking, how may I help you? Yes, ma'am. My name's Clara Clark and I enrolled in your program and I need to know how I go about, uh, going to the doctor and getting a card or something. And tell me, and also I wanna know when can I cancel this also? Who do you work for? ATC. Okay. Um, you say you already enrolled? I think so. I don't know. Yeah. Okay. Let's find you in pro- um, your account. May I have the last seven digits of your social? Z- 0226. Your first and last name, you said, ma'am? Clara Clark. Clara Clarks. Okay, Miss Clark, for security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth? 315 Smith Street, date of birth 6/6/1966. Okay. And what's the city and state you live in ma'am? Huh? The city and state? I need the complete address. 315 5th Street, Mobile, Alabama 36605. Right, I couldn't hear you well, ma'am, I'm sorry. I'm sorry too. Okay. We have a telephone number on file 251-377-8234 and your email is cclark0710@hotmail.com. Correct. Okay. So yes, you are enrolled in the benefit. Did you mention you want to cancel? When can I cancel it? Oh, when, okay. So, it will be on open enrollment. I will tell you if we have the information in the date when open enrollment is going to be. Just bear with me. Critical evidence. This is... Let's see. Um, their open enrollment will be in December, starting December 9th. Okay. In the meantime, can I get my insurance information, my insurance card? Sure. I could email it to you if you would like to. Why y'all haven't already done that? Well, you should have received it to the address we have on file. Well, send it to me on, uh, send it to me in my email please. Sure, I will do so. Is there anything else I could do for you, ma'am? Is that for dental and health and whatever? Can I go to a physical therapist? You have health and dental. Let me see what is covered under your plan. The physical therapy. I don't see anything here stating physical therapy, but I could give you the actual carrier phone number or transfer you there, they will be able to tell you if it's covered. Hello? Ma'am? Why, why I got to do the footwork when y'all taking my money? I could barely hear you, ma'am. Why do I have to do the footwork when y'all taking my money every month? Well- Why don't you be able... Can you look at the..... We are the administrator for the health insurance. We are not the actual carrier. We do not have the breakdown of the benefits, we just have like a summary of what they, um, cover. So I'm not going to be av- able to give you the correct information. So what I gotta hang up for you and dial another number? I would say if you would like, I could go ahead and transfer you to them. Transfer... Yeah, please. Please. Can you just send me that? Sure. All right. In the mail, in the m- in the, in the email. Am I getting the card too? Yeah, it will be, it will be, it will be on the card and the, and on, on the email as well. Okay, thank you. You're welcome. The email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Is there anything else that you need besides the, um, ID cards

and the information? How long it's gonna before I receive it? I'm generating the information as we speak, ma'am. Okay, ma'am. Thank you. Thank you for giving us a call. Have a great rest of the day. Thank you.... is a very, uh, important topic. I'm not sure if you're aware of this, but there's a lot of research that shows that people who are deafblind or visually impaired people are up to 50% less likely to drive than their hearing peers. And so, we at Toyota, um, have made it our mission to make sure that we create products and technologies that make it safer for everyone on the road. So, as part of our commitment to safety, in 2018, we launched Toyota Safety Sense, which is an advanced driver assistance system that uses artificial intelligence and machine learning algorithms to help drivers safely adapt to changing road conditions and keep them up to date with traffic signals and other road users. So, Toyota Safety Sense now includes three different levels of technology. The base level, which is the one I have in my hand, is called Toyota Safety Sense with Pedestrian Detection and Rear Cross-Traffic Alert. This level includes features such as automatic high beams, cross-traffic alert, and rear cross-traffic alert. It also includes features such as automatic emergency braking and lane departure warning with pedestrian detection. And the top level, which is what I have in my hand right now, is called Toyota Safety Sense with Full Auto. This level includes features such as adaptive cruise control, lane departure warning with pedestrian detection, blind spot monitoring system, and rear cross-traffic alert. So, if you're wondering how all of this helps you stay safer on the road, let me give you an example. Say you're driving down the street and you see a pedestrian across the street. The car will automatically apply the brakes so that you can stop in time. If you don't have Toyota Safety Sense, you won't know that that's happening. If you have Toyota Safety Sense, you will see that on your dashboard. You'll see a message pop up that says, "Please slow down for pedestrian." And then you can make a decision on how fast you want to go, um, with the car. So, if you decide that you want to go too fast and hit the pedestrian, you might lose your license. So, please drive safely. Thank you very much.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit 10th Guard. This is Sam, mother speaking, how may I help you?

Speaker speaker_2: Yes, ma'am. My name's Clara Clark and I enrolled in your program and I need to know how I go about, uh, going to the doctor and getting a card or something. And tell me, and also I wanna know when can I cancel this also?

Speaker speaker_1: Who do you work for?

Speaker speaker_2: ATC.

Speaker speaker_1: Okay. Um, you say you already enrolled?

Speaker speaker_2: I think so. I don't know. Yeah.

Speaker speaker_1: Okay. Let's find you in pro- um, your account. May I have the last seven digits of your social?

Speaker speaker_2: Z- 0226.

Speaker speaker_1: Your first and last name, you said, ma'am?

Speaker speaker_2: Clara Clark. Clara Clarks.

Speaker speaker_1: Okay, Miss Clark, for security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth?

Speaker speaker_2: 315 Smith Street, date of birth 6/6/1966.

Speaker speaker_1: Okay. And what's the city and state you live in ma'am?

Speaker speaker_2: Huh?

Speaker speaker_1: The city and state? I need the complete address.

Speaker speaker_2: 315 5th Street, Mobile, Alabama 36605.

Speaker speaker_1: Right, I couldn't hear you well, ma'am, I'm sorry.

Speaker speaker_2: I'm sorry too.

Speaker speaker_1: Okay. We have a telephone number on file 251-377-8234 and your email is cclark0710@hotmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So yes, you are enrolled in the benefit. Did you mention you want to cancel?

Speaker speaker_2: When can I cancel it?

Speaker speaker_1: Oh, when, okay. So, it will be on open enrollment. I will tell you if we have the information in the date when open enrollment is going to be. Just bear with me. Critical evidence. This is... Let's see. Um, their open enrollment will be in December, starting December 9th.

Speaker speaker_2: Okay. In the meantime, can I get my insurance information, my insurance card?

Speaker speaker_1: Sure. I could email it to you if you would like to.

Speaker speaker_2: Why y'all haven't already done that?

Speaker speaker_1: Well, you should have received it to the address we have on file.

Speaker speaker_2: Well, send it to me on, uh, send it to me in my email please.

Speaker speaker_1: Sure, I will do so. Is there anything else I could do for you, ma'am?

Speaker speaker_2: Is that for dental and health and whatever? Can I go to a physical therapist?

Speaker speaker_1: You have health and dental. Let me see what is covered under your plan. The physical therapy. I don't see anything here stating physical therapy, but I could give you the actual carrier phone number or transfer you there, they will be able to tell you if it's covered. Hello? Ma'am?

Speaker speaker_2: Why, why I got to do the footwork when y'all taking my money?

Speaker speaker_1: I could barely hear you, ma'am.

Speaker speaker_2: Why do I have to do the footwork when y'all taking my money every month?

Speaker speaker_1: Well-

Speaker speaker_2: Why don't you be able... Can you look at the.....

Speaker speaker_1: We are the administrator for the health insurance. We are not the actual carrier. We do not have the breakdown of the benefits, we just have like a summary of what they, um, cover. So I'm not going to be able to give you the correct information.

Speaker speaker_2: So what I gotta hang up for you and dial another number?

Speaker speaker_1: I would say if you would like, I could go ahead and transfer you to them.

Speaker speaker_2: Transfer... Yeah, please. Please. Can you just send me that?

Speaker speaker_1: Sure.

Speaker speaker_2: All right. In the mail, in the m- in the, in the email. Am I getting the card too?

Speaker speaker_1: Yeah, it will be, it will be, it will be on the card and the, and on, on the email as well.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. The email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Is there anything else that you need besides the, um, ID cards and the information?

Speaker speaker_2: How long it's gonna before I receive it?

Speaker speaker_1: I'm generating the information as we speak, ma'am.

Speaker speaker_2: Okay, ma'am. Thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Thank you.

Speaker speaker_3: ... is a very, uh, important topic. I'm not sure if you're aware of this, but there's a lot of research that shows that people who are deafblind or visually impaired people are up to 50% less likely to drive than their hearing peers. And so, we at Toyota, um, have made it our mission to make sure that we create products and technologies that make it safer for everyone on the road. So, as part of our commitment to safety, in 2018, we launched Toyota Safety Sense, which is an advanced driver assistance system that uses artificial intelligence and machine learning algorithms to help drivers safely adapt to changing road conditions and keep them up to date with traffic signals and other road users. So, Toyota Safety Sense now includes three different levels of technology. The base level, which is the one I have in my hand, is called Toyota Safety Sense with Pedestrian Detection and Rear Cross-Traffic Alert. This level includes features such as automatic high beams, cross-traffic alert, and rear cross-traffic alert. It also includes features such as automatic emergency braking and lane departure warning with pedestrian detection. And the top level, which is what I have in my hand right now, is called Toyota Safety Sense with Full Auto. This level includes features such as adaptive cruise control, lane departure warning with pedestrian detection, blind spot monitoring system, and rear cross-traffic alert. So, if you're wondering how all of this helps you stay safer on the road, let me give you an example. Say you're driving down the street and you see a pedestrian across the street. The car will automatically apply the brakes so that you can stop in time. If you don't have Toyota Safety Sense, you won't know that that's happening. If you have Toyota Safety Sense, you will see that on your dashboard. You'll see a message pop up that says, "Please slow down for pedestrian." And then you can make a decision on how fast you want to go, um, with the car. So, if you decide that you want to go too fast and hit the pedestrian, you might lose your license. So, please drive safely. Thank you very much.