

## Transcript: VICTORIA

**Taylor-4610307109076992-5686788199464960**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. How are you doing? My name is Amir Shahbaz. Um, I'm a new employee with, uh, BG, um, SF. And, um, they offered me, uh, health benefits. Um, I didn't elect if, uh, take them. I didn't know it was going to end up being like a, a long-term thing. So I was just wondering if I could speak to someone about the benefits, because I think I do want to sign up for them. Okay. What's the last four digits of your Social? It's 5065. Okay. And your first and last name? It's Amir Shahbaz. And then if you will verify your address and date of birth. Yeah. It's, um, 5410, uh, South Williamson Boulevard, and that's in Port Orange, Florida. Uh, and I forget what the last thing you asked me. I just got off, I'm sorry. Uh, your date of birth. Yeah. 10-31-1968. Phone number is 772-940-1485? Correct. Okay. Uh, and then email is mug-, uh, mujazzie@gmail.com? Um, it's not with an E on the E. It's just the I. M-U-J-A-Z-Z-I. Oh, I'm sorry about that. Okay. That's fine. Mm-hmm. Uh, let's see. Okay. I am going to have to verify your eligibility with my eligibility team. Um, are you a rehire with BGS? 'Cause I have two different hire dates for you. Yeah. Yeah. Um, I actually started with them in, uh, Jacksonville, and I moved to Daytona. So, um, they were here in Daytona as well, so... Okay. I, I, you know, they found employment for me here. Gotcha. Um, so like I said, I'm gonna have to verify your eligibility on my end, um, to see if I'm even able to get you enrolled into benefits. But do you know or have an idea of what you want to enroll into if you are approved? Yeah, yeah, it, it would be more, uh, dental, uh, than, um, than, uh, health benefits. I just want to get some stuff done, you know, quick as possible, and then I'll wind up coming full time, uh, with the job that I'm working part time with now, if that makes any sense. So I don't want to get too, you know, extravagant, but I did want to, you know, start a process of getting some dental work done, and then... So I've been with this company probably, what, about three weeks now? Or they move, rehired? So they told me that I had to do something within, you know, 30 days, so. Yeah. So what I'm... Because I'm showing multiple hire dates on our system, so I just have to verify if, you know, which one to go by, and if you're still eligible to enroll. So I'll be following up with you, um, regardless. But I just want to get an idea. So are you just wanting to enroll into the dental or are you possibly interested in the medical or any other plans being offered? Y- y- honestly, um, I have some, uh, medical, uh, benefits, but I haven't used them, so I don't go to the, you know, the doctor that often. Um, but I do know that I'm having, uh, dental work that I'm wanting to have done. So I think the main priority is going to be dental. But then it also depends on how much it costs as well, so I could be interested in, in medical, but it just depends on what I'm getting and how much it costs. Okay. So what I'm gonna do, um, I'm just gonna send the benefits guide to your email so that you can look over that in the meantime. Um, I'm gonna mark down that you want dental cover- So the, so the, so the medical? Yeah. The, the benefits guide that I'm sending you goes over all of the benefits being offered through

your employer. Um, it goes over what they cover, how much they cost, you know, the different insurance carriers that we work with. So it's got a lot of information for you. Um, I'm gonna send that to your email so that you can look over that. That way you have a better idea when I call you back on what exactly you want to enroll into. Okay. I think I'll have time to look at it. I mean, it, it... You just sent it. Yeah. I just sent it to your email, so. Mm-hmm. Um, typically a follow-up takes about 24 to 48 business hours, but as soon as I get word back from eligibility I will be following up with you. Yeah, I mean, because, like, when I started with BGS it was like in 2023 or something. It- it's been a couple years since I actually used them, so, you know. And I went full time with another company. I just happened to find out they was in Daytona, so, um, I reached back out and, you know. So I had to go through all this stuff all over again, so I'm sure I'll be eligible. It's not like a transfer from three years ago. I'm a new hire. Yes, sir. I understand what you're saying. Yeah. Mm-hmm. It's just a part of SOP that I, I do this, because we have multiple hire dates on file. Okay. Um, so I will follow up with you as soon as I get the go-ahead, and, uh, we'll go from there. Good. That, that way you can help me. Thank you. Yes, sir. All right. You have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Victoria. How are you doing? My name is Amir Shahbaz. Um, I'm a new employee with, uh, BG, um, SF. And, um, they offered me, uh, health benefits. Um, I didn't elect if, uh, take them. I didn't know it was going to end up being like a, a long-term thing. So I was just wondering if I could speak to someone about the benefits, because I think I do want to sign up for them.

Speaker speaker\_0: Okay. What's the last four digits of your Social?

Speaker speaker\_1: It's 5065.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: It's Amir Shahbaz.

Speaker speaker\_0: And then if you will verify your address and date of birth.

Speaker speaker\_1: Yeah. It's, um, 5410, uh, South Williamson Boulevard, and that's in Port Orange, Florida. Uh, and I forget what the last thing you asked me. I just got off, I'm sorry.

Speaker speaker\_0: Uh, your date of birth.

Speaker speaker\_1: Yeah. 10-31-1968.

Speaker speaker\_0: Phone number is 772-940-1485?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Uh, and then email is mug-, uh, mujazzie@gmail.com?

Speaker speaker\_1: Um, it's not with an E on the E. It's just the I. M-U-J-A-Z-Z-I.

Speaker speaker\_0: Oh, I'm sorry about that. Okay.

Speaker speaker\_1: That's fine. Mm-hmm.

Speaker speaker\_0: Uh, let's see. Okay. I am going to have to verify your eligibility with my eligibility team. Um, are you a rehire with BGS? 'Cause I have two different hire dates for you.

Speaker speaker\_1: Yeah. Yeah. Um, I actually started with them in, uh, Jacksonville, and I moved to Daytona. So, um, they were here in Daytona as well, so...

Speaker speaker\_0: Okay.

Speaker speaker\_1: I, I, you know, they found employment for me here.

Speaker speaker\_0: Gotcha. Um, so like I said, I'm gonna have to verify your eligibility on my end, um, to see if I'm even able to get you enrolled into benefits. But do you know or have an idea of what you want to enroll into if you are approved?

Speaker speaker\_1: Yeah, yeah, it, it would be more, uh, dental, uh, than, um, than, uh, health benefits. I just want to get some stuff done, you know, quick as possible, and then I'll wind up coming full time, uh, with the job that I'm working part time with now, if that makes any sense. So I don't want to get too, you know, extravagant, but I did want to, you know, start a process of getting some dental work done, and then... So I've been with this company probably, what, about three weeks now? Or they move, rehired? So they told me that I had to do something within, you know, 30 days, so.

Speaker speaker\_0: Yeah. So what I'm... Because I'm showing multiple hire dates on our system, so I just have to verify if, you know, which one to go by, and if you're still eligible to enroll. So I'll be following up with you, um, regardless. But I just want to get an idea. So are you just wanting to enroll into the dental or are you possibly interested in the medical or any other plans being offered?

Speaker speaker\_1: Y- y- honestly, um, I have some, uh, medical, uh, benefits, but I haven't used them, so I don't go to the, you know, the doctor that often. Um, but I do know that I'm having, uh, dental work that I'm wanting to have done. So I think the main priority is going to be dental. But then it also depends on how much it costs as well, so I could be interested in, in medical, but it just depends on what I'm getting and how much it costs.

Speaker speaker\_0: Okay. So what I'm gonna do, um, I'm just gonna send the benefits guide to your email so that you can look over that in the meantime. Um, I'm gonna mark down that you want dental cover-

Speaker speaker\_1: So the, so the, so the medical?

Speaker speaker\_0: Yeah. The, the benefits guide that I'm sending you goes over all of the benefits being offered through your employer. Um, it goes over what they cover, how much they cost, you know, the different insurance carriers that we work with. So it's got a lot of information for you. Um, I'm gonna send that to your email so that you can look over that. That way you have a better idea when I call you back on what exactly you want to enroll into.

Speaker speaker\_1: Okay. I think I'll have time to look at it. I mean, it, it... You just sent it.

Speaker speaker\_0: Yeah. I just sent it to your email, so.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, typically a follow-up takes about 24 to 48 business hours, but as soon as I get word back from eligibility I will be following up with you.

Speaker speaker\_1: Yeah, I mean, because, like, when I started with BGS it was like in 2023 or something. It- it's been a couple years since I actually used them, so, you know. And I went full time with another company. I just happened to find out they was in Daytona, so, um, I reached back out and, you know. So I had to go through all this stuff all over again, so I'm sure I'll be eligible. It's not like a transfer from three years ago. I'm a new hire.

Speaker speaker\_0: Yes, sir. I understand what you're saying.

Speaker speaker\_1: Yeah. Mm-hmm.

Speaker speaker\_0: It's just a part of SOP that I, I do this, because we have multiple hire dates on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so I will follow up with you as soon as I get the go-ahead, and, uh, we'll go from there.

Speaker speaker\_1: Good. That, that way you can help me. Thank you.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right.

Speaker speaker\_0: You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.