

Transcript: VICTORIA

Taylor-4634241294581760-5815264153878528

Full Transcript

Thank you for calling Benefits in a Cart. This is Victoria. How can I help you? Hi, Victoria. I just got a, a voicemail about my benefits I'm supposing. Okay. Uh, what's the name of the agency you work for? Uh, Hospitality Staffing Solutions. Gotcha. And the last four of your social? 3806. And your first and last name? Brianna Carpenter. Okay. Do you mind verifying your address and date of birth? 5295 483 something Road. And that's in Jacksonville, Florida 32257. 2000. Yes. Phone number 904-554-8802? That's correct. And then email is just gonna be your first name JCB95@gmail.com. Yes. Okay. So, it looks like we just received a enrollment form that you signed and dated on the 9th of April. Um, on the enrollment form it looks like you selected the virtual primary care for employee plus spouse, but you also selected to decline. So what was your call verify? I don't remember. Yeah, I don't remember declining, so let me not do that 'cause I don't remember declining. That might be a error. Okay. So, you are wanting to enroll into the virtual primary care for employee plus spouse? Yes. Okay. Um, in that case, we are also missing your spouse's information, which I can get, um, here in just a few seconds. But was there anything else that you were wanting to enroll into or just that specific benefit? What was that specific benefit? Let me... Could you just say that for me again? It's virtual primary care. Exactly like it sounds. Um, it's just primary care online. Oh, yeah. I think that's the only benefit I wanted. Okay. All right. So that for employee plus spouse would be \$6.99 a week. Okay. And then, uh, what is your spouse's name? Brittany Clark. All right. Give me one second. Sorry. The system is freezing. Is that B-R-I-T-T-A-N-Y? B-R-I-T-T-A-N-E-E. Okay. So B-R-I-T, uh- And dot- B-R-I-T-T-A-N-E-E. Hey, could you give me a call back? I'm at a doctor's appointment. I'm sorry. Um, I can't guarantee I'll give a call back, but if you'll just call the same number back when you're available, we can finish the enrollment from there. Okay. Thank you. Um-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I just got a, a voicemail about my benefits I'm supposing.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Hospitality Staffing Solutions.

Speaker speaker_0: Gotcha. And the last four of your social?

Speaker speaker_1: 3806.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brianna Carpenter.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 5295 483 something Road.

Speaker speaker_0: And that's in Jacksonville, Florida 32257.

Speaker speaker_1: 2000. Yes.

Speaker speaker_0: Phone number 904-554-8802?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is just gonna be your first name JCB95@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it looks like we just received a enrollment form that you signed and dated on the 9th of April. Um, on the enrollment form it looks like you selected the virtual primary care for employee plus spouse, but you also selected to decline. So what was your call verify?

Speaker speaker_1: I don't remember. Yeah, I don't remember declining, so let me not do that 'cause I don't remember declining. That might be a error.

Speaker speaker_0: Okay. So, you are wanting to enroll into the virtual primary care for employee plus spouse?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, in that case, we are also missing your spouse's information, which I can get, um, here in just a few seconds. But was there anything else that you were wanting to enroll into or just that specific benefit?

Speaker speaker_1: What was that specific benefit? Let me... Could you just say that for me again?

Speaker speaker_0: It's virtual primary care. Exactly like it sounds. Um, it's just primary care online.

Speaker speaker_1: Oh, yeah. I think that's the only benefit I wanted.

Speaker speaker_0: Okay. All right. So that for employee plus spouse would be \$6.99 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, uh, what is your spouse's name?

Speaker speaker_1: Brittany Clark.

Speaker speaker_0: All right. Give me one second. Sorry. The system is freezing. Is that B-R-I-T-T-A-N-Y?

Speaker speaker_1: B-R-I-T-T-A-N-E-E.

Speaker speaker_0: Okay. So B-R-I-T, uh-

Speaker speaker_1: And dot-

Speaker speaker_0: B-R-I-T-T-A-N-E-E.

Speaker speaker_1: Hey, could you give me a call back? I'm at a doctor's appointment. I'm sorry.

Speaker speaker_0: Um, I can't guarantee I'll give a call back, but if you'll just call the same number back when you're available, we can finish the enrollment from there.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Um-