

Transcript: VICTORIA

Taylor-4657358458798080-6501499236990976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accord, this is Victoria. How can I help you? Hey, there. Um, I'm Flor Alvarado. Um, I tried to go on the website for, to see the benefits for my job but it doesn't let me. So that's why I wanted to call. Oh, okay. Um. Hmm. What's the name of the agency you work for? VRC. And are you currently enrolled in benefits or are you just trying to get information about the benefits? Yes. I'm trying to get information. Okay. Um, I can email you a copy of the benefits guide if you'd like. Okay. How do I enroll though 'cause it doesn't let me? Well, once you review the benefits guide, if you see anything that you are interested in, you can just call us back to enroll over the phone. Because I definitely wanna get, uh, dental insurance. Um, I have it through the marketplace, but the last time I went for a cleaning, they only paid \$20. So, um, I was just like, oh, I need to get, definitely need to get... Oh, I see, I see an email. Somebody emailed, let me go back up just real quick. I see an email you guys sent me, I guess, this morning after I left a voicemail. ... gonna get three attempts to contact the... Oh, okay. I work night so I just woke up, that's why I didn't answer. Okay. Okay. All right. I will send- Um, what would be a good email to send that benefits guide to? Flor, F-L-O-R. D like David, M like Mary. Vasquez, V-A-S-Q-U-E-Z@gmail.com. Let me just make sure I got that right. Um, F-L-O-R, D as in dog- Mm-hmm. ... M-V-A-S-Q-U-E-Z@gmail.com? Yeah. You said D and then M, right, like Mary? And then Vasquez. Yep. So F-L-O-R, D as in dog, M as in Mary, V as in Victor, A-S-Q-U-E-Z- Yeah. ... at Gmail? Mm-hmm. Okay. All righty. I will go ahead and send that to you. And then, like I said, once you know specifically what you wanna enroll into, just give us a call back and, you know, we can go from there. Thank you so much. Yes, ma'am. Did you need help with anything else? That was all. Thank you for helping me. Yes, ma'am. You have a wonderful day. Thanks. You too. Thank you. Bye-bye. Thanks.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on Accord, this is Victoria. How can I help you?

Speaker speaker_2: Hey, there. Um, I'm Flor Alvarado. Um, I tried to go on the website for, to see the benefits for my job but it doesn't let me. So that's why I wanted to call.

Speaker speaker_1: Oh, okay. Um. Hmm. What's the name of the agency you work for?

Speaker speaker_2: VRC.

Speaker speaker_1: And are you currently enrolled in benefits or are you just trying to get information about the benefits?

Speaker speaker_2: Yes. I'm trying to get information.

Speaker speaker_1: Okay. Um, I can email you a copy of the benefits guide if you'd like.

Speaker speaker_2: Okay. How do I enroll though 'cause it doesn't let me?

Speaker speaker_1: Well, once you review the benefits guide, if you see anything that you are interested in, you can just call us back to enroll over the phone.

Speaker speaker_2: Because I definitely wanna get, uh, dental insurance. Um, I have it through the marketplace, but the last time I went for a cleaning, they only paid \$20. So, um, I was just like, oh, I need to get, definitely need to get... Oh, I see, I see an email. Somebody emailed, let me go back up just real quick. I see an email you guys sent me, I guess, this morning after I left a voicemail. ... gonna get three attempts to contact the... Oh, okay. I work night so I just woke up, that's why I didn't answer. Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. I will send-

Speaker speaker_1: Um, what would be a good email to send that benefits guide to?

Speaker speaker_2: Flor, F-L-O-R. D like David, M like Mary. Vasquez, V-A-S-Q-U-E-Z@gmail.com.

Speaker speaker_1: Let me just make sure I got that right. Um, F-L-O-R, D as in dog-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... M-V-A-S-Q-U-E-Z@gmail.com?

Speaker speaker_2: Yeah. You said D and then M, right, like Mary? And then Vasquez.

Speaker speaker_1: Yep. So F-L-O-R, D as in dog, M as in Mary, V as in Victor, A-S-Q-U-E-Z-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... at Gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. All righty. I will go ahead and send that to you. And then, like I said, once you know specifically what you wanna enroll into, just give us a call back and, you know, we can go from there.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: That was all. Thank you for helping me.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thanks.