

Transcript: VICTORIA

Taylor-4747225894928384-5579861961916416

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello? I was calling because I had got a email from you guys. Okay. What's the name of the agency you work for? Hamilton Riker. Hamilton Riker. Hamilton Riker Group? Yes. Okay. What's the last four of your Social? 7695. And, uh, your first and last name for me. Courtney Canty. Okay. Do you mind verifying your address and date of birth? ... 308 Reese Drive, Apartment 13B, Cincinnati, Mississippi 39046. And, uh, my birthday October 4th, 1996. Okay. Phone number is 601-720-8098. Yes. And then email is just gonna be your first and last name 367 at Yahoo. Yes. Okay, so it looks like this is, um... Of course this is for the medical insurance the Hamilton Riker Group offers. It looks like we received a enrollment form that you signed and dated on the 25th of March. Mm-hmm. On the form I see the dental selected for employee only, um, as well as the term life for employee plus child. Yes. We're just missing your, uh, child's information. Okay. So, are you wanting the term life for employee plus child? Yes. Okay. Let me switch it back over. Give me one second. Okay. And what is your child's name? Katelyn. K-A-T-E-L-Y-N Johnson. Date of birth? March 23rd, 2020. And then, uh, full Social. 734116607. Let me just make sure I spelled the first name correct. K-A-T-E-L-Y-N? Yes. Okay. All right, and is that the only child you wanted to add on? Yes. Okay. And then it looks like, uh, we have your beneficiary as your mother, which is, uh, Sheila Catchings? Yes. Okay. All righty. Well, I will go ahead and switch it back to your mom. I have... Can I ask a question? Sure. Uh, for the dental, what do it offer? The dental plan covers your preventative dental work at 100%. Um, and then basic dental work like fillings and extractions at 50% once you meet the \$50 deductible. Now, the biggest thing to know about the dental plan is that it is not going to cover any major dental work like crowns or orthodontists. Okay. Do y'all have one that do? No, ma'am. We only have one dental plan being offered. Okay. Thank you. Yes, ma'am. Uh, was there anything else you might need help with? Mm, this it. All right. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello?

Speaker speaker_1: I was calling because I had got a email from you guys.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Hamilton Riker. Hamilton Riker.

Speaker speaker_0: Hamilton Riker Group?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 7695.

Speaker speaker_0: And, uh, your first and last name for me.

Speaker speaker_1: Courtney Canty.

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

Speaker speaker_1: ... 308 Reese Drive, Apartment 13B, Cincinnati, Mississippi 39046. And, uh, my birthday October 4th, 1996.

Speaker speaker_0: Okay. Phone number is 601-720-8098.

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just gonna be your first and last name 367 at Yahoo.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so it looks like this is, um... Of course this is for the medical insurance the Hamilton Riker Group offers. It looks like we received a enrollment form that you signed and dated on the 25th of March.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: On the form I see the dental selected for employee only, um, as well as the term life for employee plus child.

Speaker speaker_1: Yes.

Speaker speaker_0: We're just missing your, uh, child's information.

Speaker speaker_1: Okay.

Speaker speaker_0: So, are you wanting the term life for employee plus child?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me switch it back over. Give me one second. Okay. And what is your child's name?

Speaker speaker_1: Katelyn. K-A-T-E-L-Y-N Johnson.

Speaker speaker_0: Date of birth?

Speaker speaker_1: March 23rd, 2020.

Speaker speaker_0: And then, uh, full Social.

Speaker speaker_1: 734116607.

Speaker speaker_0: Let me just make sure I spelled the first name correct. K-A-T-E-L-Y-N?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, and is that the only child you wanted to add on?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then it looks like, uh, we have your beneficiary as your mother, which is, uh, Sheila Catchings?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. Well, I will go ahead and switch it back to your mom.

Speaker speaker_1: I have... Can I ask a question?

Speaker speaker_0: Sure.

Speaker speaker_1: Uh, for the dental, what do it offer?

Speaker speaker_0: The dental plan covers your preventative dental work at 100%. Um, and then basic dental work like fillings and extractions at 50% once you meet the \$50 deductible. Now, the biggest thing to know about the dental plan is that it is not going to cover any major dental work like crowns or orthodontists.

Speaker speaker_1: Okay. Do y'all have one that do?

Speaker speaker_0: No, ma'am. We only have one dental plan being offered.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Yes, ma'am. Uh, was there anything else you might need help with?

Speaker speaker_1: Mm, this it.

Speaker speaker_0: All right. You have a wonderful day.