

Transcript: VICTORIA

Taylor-4794880446906368-6137509856100352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Uh, Serge just notified me that you guys auto-enrolled me for something, but I'm not sure what the something is. Is this... is it benefits for medical and dental and all that, or what are we talking about? So the specific plan they automatically enroll you into is just for your preventative healthcare. So it covers things like yearly physicals, vaccinations, and preventative screenings at 100%- Mm-hmm. ... as long as you stay in network. Okay. It also comes with a subscription to the FreeRx prescription plan, which if it is one of the covered medications, it would be free. Okay. Um. So, do they... is there a possibility to upgrade? Yeah, there's other plans to choose from. That's just the specific one that they automatically enroll you into. So where do I find the information so I don't have to bother you and waste your time online? I can do it myself. How do I look at all that so I can pick and choose? Is there such a thing? Um, I mean, I can email you a copy of the benefits- There you go. ... plan that goes over that. Okay. Thank you. Yeah. Um, and then if you... once you're, like, ready to either get enrolled or decline, whatever the case may be, you can just call us back from there. Okay. Do you... uh, how much... do you need my email address right now? Yes, so I can send that to you. Okay. Okay. Uh, my name is Jack, J-A-C-K, all lowercase, and then put an underscore, and my last name is T-A-L-K-I-N-G-T-O-N, and that's lowercase too, @hotmail.com. So it's jack_talkington@hotmail.com. Okay. And then like I said, whether you're interested or not, just make sure to give us a call back so we can either get you enrolled or decline it so you're not auto-enrolled. Okay, thank you. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

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 a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes. Uh, Serge just notified me that you guys auto-enrolled me for something, but I'm not sure what the something is. Is this... is it benefits for medical and dental and all that, or what are we talking about?

Speaker speaker_1: So the specific plan they automatically enroll you into is just for your preventative healthcare. So it covers things like yearly physicals, vaccinations, and

preventative screenings at 100%-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... as long as you stay in network.

Speaker speaker_2: Okay.

Speaker speaker_1: It also comes with a subscription to the FreeRx prescription plan, which if it is one of the covered medications, it would be free.

Speaker speaker_2: Okay.

Speaker speaker_1: Um.

Speaker speaker_2: So, do they... is there a possibility to upgrade?

Speaker speaker_1: Yeah, there's other plans to choose from. That's just the specific one that they automatically enroll you into.

Speaker speaker_2: So where do I find the information so I don't have to bother you and waste your time online? I can do it myself. How do I look at all that so I can pick and choose? Is there such a thing?

Speaker speaker_1: Um, I mean, I can email you a copy of the benefits-

Speaker speaker_2: There you go.

Speaker speaker_1: ... plan that goes over that.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yeah. Um, and then if you... once you're, like, ready to either get enrolled or decline, whatever the case may be, you can just call us back from there.

Speaker speaker_2: Okay. Do you... uh, how much... do you need my email address right now?

Speaker speaker_1: Yes, so I can send that to you.

Speaker speaker_2: Okay. Okay. Uh, my name is Jack, J-A-C-K, all lowercase, and then put an underscore, and my last name is T-A-L-K-I-N-G-T-O-N, and that's lowercase too, @hotmail.com. So it's jack_talkington@hotmail.com.

Speaker speaker_1: Okay. And then like I said, whether you're interested or not, just make sure to give us a call back so we can either get you enrolled or decline it so you're not auto-enrolled.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.