

## Transcript: VICTORIA

Taylor-4869217265958912-6080801652916224

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hi. I think you actually helped me out earlier today. Um... Okay. I signed up, uh, I was signing up for the minimum value plan. Oh, okay. Um, I believe I... Let me just pull up your file to be sure. What's the name of the agency? Uh, Partners Personnel. And the last four of your Social? 0635. All right. And your first and last name? Uh, William Dossett. Okay. Do you mind verifying your address and date of birth? Uh, yes. My address is 107 Mannon Court in Murfreesboro, Tennessee, and my date of birth is September 21st, 2000. Phone number 540-419-3221? Yep. Okay. And then, let's see. Email is gonna be, uh, willclaxxon@gmail.com. Yes, ma'am. Okay. Were you wanting to proceed with the enrollment? Were you able to get the pricing from your employer? Uh, no, I wasn't. Um, I heard I could get that from y'all. Okay. Yeah, unfortunately, the only, the only issue with that is that the, um, the, uh, account manager I was speaking to regarding your file and the MVP enrollment that had that information is actually no longer at work. Um, they, I think they leave at like 5:00 PM, so I don't have access to the pricing at this point. Um, I don't have a way- Mm-hmm. ... to find out, unfortunately. Um... Okay. Um... And like I said, I know that today was the last day for you to get enrolled into benefits. Mm-hmm. Um, well, you said, uh, um, I, I, I thought you said, uh, I, I, um, I mean obviously it, it's a little different, but I thought you said, uh, earlier something about like the basic, um, price would, for all of what I was So that- ... enrolled in the ... That was just an estimate price, unfortunately. I did let you know that I had to verify that with the account manager and follow up with you. Um- Mm-hmm. And come to find out, the pricing for the minimum value plan depends on how much you make an hour. Mm-hmm. Okay. So when I called to follow up with you, I left a voicemail letting you know about that, and then also asking you to call back, um, or contact your employer to get the pricing. Um, I mean, like I said, if you would have called back a little earlier, I would be able to give that answer. It's just unfortunately that account manager is no longer on the clock that has that information, um, and I don't have access- Gotcha. ... to it. Gotcha, okay. Yeah. That's, that's too bad. I was, I was busy at work, um, hmm. I don't know if your, if anyone is still available at your local office there. I mean, you can try and contact them, but either way, I mean, we, as far as like getting you enrolled into any of the plans, we would need to know by the end of day today, and we actually close at 8:00 PM. Mm-hmm. Okay. Well, I know there are still, um, some people at my workplace. Um, I, I guess I just have to, you know, guess I just have to call my, one of the supervisors there. Um, I can... I guess I'll try that and then, uh, call back. Okay. Um, and, and one other thing that I can do, but I, I, before I mention it, I, I wanna stress that there is no guarantee in this happening. But one thing I can do is I can reach out to, um, the account manager and ask if we can, you know, possibly extend your personal open enrollment period. Um, but again, that rarely ever happens, so I can't guarantee that it, it will actually work, but I, I

know that today is the last day for your, for your personal open enrollment period. So I can try and see if we can possibly do a little extension, um, to get you enrolled since she's, you know, not here to answer that question. But typically, um, your employer has the pricing since it's based on your hourly, uh, what you make an hour. Okay. Um- And so, um, while I'm doing that, what do you make an hour so I know what to tell her and she can give me the pricing for that? Uh, 18. \$18? Mm-hmm. Okay. So I will just go ahead and send an email, see if we can get an extension, um, and then let her know what you make an hour so that when I call you back, I can give you an answer on that. Okay. Well, I'll try and see if I can get ahold of anyone back at, uh, my workplace. Okay. All righty. Was there anything else you might need help with? Uh, I don't think so. Okay. Uh, thank you very much. You're welcome. You have a wonderful day. All righty. You too. Bye-bye. 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: Uh, hi. I think you actually helped me out earlier today. Um...

Speaker speaker\_0: Okay.

Speaker speaker\_1: I signed up, uh, I was signing up for the minimum value plan.

Speaker speaker\_0: Oh, okay. Um, I believe I... Let me just pull up your file to be sure. What's the name of the agency?

Speaker speaker\_1: Uh, Partners Personnel.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0635.

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

Speaker speaker\_1: Uh, William Dossett.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, yes. My address is 107 Mannon Court in Murfreesboro, Tennessee, and my date of birth is September 21st, 2000.

Speaker speaker\_0: Phone number 540-419-3221?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. And then, let's see. Email is gonna be, uh, willclaxxon@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Were you wanting to proceed with the enrollment? Were you able to get the pricing from your employer?

Speaker speaker\_1: Uh, no, I wasn't. Um, I heard I could get that from y'all.

Speaker speaker\_0: Okay. Yeah, unfortunately, the only, the only issue with that is that the, um, the, uh, account manager I was speaking to regarding your file and the MVP enrollment that had that information is actually no longer at work. Um, they, I think they leave at like 5:00 PM, so I don't have access to the pricing at this point. Um, I don't have a way-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to find out, unfortunately. Um...

Speaker speaker\_1: Okay. Um...

Speaker speaker\_0: And like I said, I know that today was the last day for you to get enrolled into benefits.

Speaker speaker\_1: Mm-hmm. Um, well, you said, uh, um, I, I, I thought you said, uh, I, I, um, I mean obviously it, it's a little different, but I thought you said, uh, earlier something about like the basic, um, price would, for all of what I was

Speaker speaker\_0: So that-

Speaker speaker\_1: ... enrolled in the ...

Speaker speaker\_0: That was just an estimate price, unfortunately. I did let you know that I had to verify that with the account manager and follow up with you. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And come to find out, the pricing for the minimum value plan depends on how much you make an hour.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: So when I called to follow up with you, I left a voicemail letting you know about that, and then also asking you to call back, um, or contact your employer to get the pricing. Um, I mean, like I said, if you would have called back a little earlier, I would be able to give that answer. It's just unfortunately that account manager is no longer on the clock that has that information, um, and I don't have access-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... to it.

Speaker speaker\_1: Gotcha, okay. Yeah. That's, that's too bad. I was, I was busy at work, um, hmm.

Speaker speaker\_0: I don't know if your, if anyone is still available at your local office there. I mean, you can try and contact them, but either way, I mean, we, as far as like getting you enrolled into any of the plans, we would need to know by the end of day today, and we

actually close at 8:00 PM.

Speaker speaker\_1: Mm-hmm. Okay. Well, I know there are still, um, some people at my workplace. Um, I, I guess I just have to, you know, guess I just have to call my, one of the supervisors there. Um, I can... I guess I'll try that and then, uh, call back.

Speaker speaker\_0: Okay. Um, and, and one other thing that I can do, but I, I, before I mention it, I, I wanna stress that there is no guarantee in this happening. But one thing I can do is I can reach out to, um, the account manager and ask if we can, you know, possibly extend your personal open enrollment period. Um, but again, that rarely ever happens, so I can't guarantee that it, it will actually work, but I, I know that today is the last day for your, for your personal open enrollment period. So I can try and see if we can possibly do a little extension, um, to get you enrolled since she's, you know, not here to answer that question. But typically, um, your employer has the pricing since it's based on your hourly, uh, what you make an hour.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: And so, um, while I'm doing that, what do you make an hour so I know what to tell her and she can give me the pricing for that?

Speaker speaker\_1: Uh, 18.

Speaker speaker\_0: \$18?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So I will just go ahead and send an email, see if we can get an extension, um, and then let her know what you make an hour so that when I call you back, I can give you an answer on that.

Speaker speaker\_1: Okay. Well, I'll try and see if I can get ahold of anyone back at, uh, my workplace.

Speaker speaker\_0: Okay. All righty. Was there anything else you might need help with?

Speaker speaker\_1: Uh, I don't think so.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, thank you very much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: All righty. You too. Bye-bye.

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