

Transcript: VICTORIA

Taylor-4895246018199552-4858128306847744

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? Um, I have a missed call from here. I'm assuming something about some coverage. I honestly have no idea what's going on. Okay. Uh, so this is for medical insurance, if you work through like a staffing or temp agency. Um- Yeah. ... we do work for a couple different ones. Yeah. So I'm not sure. What's the- This- ... name of the- ... it would probably be a Doherty. Okay. Um, so I know that they're... It's probably about the open enrollment that's about to start for them. Um, and it looks like, uh, it will start on the 23rd of December and end on the 31st. Okay. So nothing major. No, it's just about the medical insurance. If you're enrolled into Benefits and want to make changes to your enrollment, you can do so. Or if you want to get enrolled, you can do so during that time. Can I un-enroll? Um, yeah. Let me... I believe... Are you currently enrolled into Benefits? I must be. Yeah. So- I- Um... Yeah. You can cancel at any time, so if you wanted to cancel today, we can pull up your file and cancel it. You don't have to wait till that open enrollment for that. Let's do it. Okay. What's the last four of your Social? 4793. Your first and last name? Josiah Brewer. How do you spell your last name? B-R-E-W-E-R. Okay. And you said the last four i- is 4793? Correct. I don't see that you're even in our system. Well, that makes it easier for me then, I guess. Yeah, I'm not pulling you up. And you are with Doherty, correct? I was, yes. I don't... I'm not anymore. Okay. Yeah, I, I don't see you in the system, so... And if you're not with them- Nope. Uh... That's perfect. Okay. Well, do you need help with anything else? Nope. Okay. Have a good day. Thank you very much. You're welcome. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, I have a missed call from here. I'm assuming something about some coverage. I honestly have no idea what's going on.

Speaker speaker_2: Okay. Uh, so this is for medical insurance, if you work through like a staffing or temp agency. Um-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... we do work for a couple different ones.

Speaker speaker_1: Yeah.

Speaker speaker_2: So I'm not sure. What's the-

Speaker speaker_1: This-

Speaker speaker_2: ... name of the-

Speaker speaker_1: ... it would probably be a Doherty.

Speaker speaker_2: Okay. Um, so I know that they're... It's probably about the open enrollment that's about to start for them. Um, and it looks like, uh, it will start on the 23rd of December and end on the 31st.

Speaker speaker_1: Okay. So nothing major.

Speaker speaker_2: No, it's just about the medical insurance. If you're enrolled into Benefits and want to make changes to your enrollment, you can do so. Or if you want to get enrolled, you can do so during that time.

Speaker speaker_1: Can I un-enroll?

Speaker speaker_2: Um, yeah. Let me... I believe... Are you currently enrolled into Benefits?

Speaker speaker_1: I must be.

Speaker speaker_2: Yeah. So-

Speaker speaker_1: I-

Speaker speaker_2: Um...

Speaker speaker_1: Yeah.

Speaker speaker_2: You can cancel at any time, so if you wanted to cancel today, we can pull up your file and cancel it. You don't have to wait till that open enrollment for that.

Speaker speaker_1: Let's do it.

Speaker speaker_2: Okay. What's the last four of your Social?

Speaker speaker_1: 4793.

Speaker speaker_2: Your first and last name?

Speaker speaker_1: Josiah Brewer.

Speaker speaker_2: How do you spell your last name?

Speaker speaker_1: B-R-E-W-E-R.

Speaker speaker_2: Okay. And you said the last four i- is 4793?

Speaker speaker_1: Correct.

Speaker speaker_2: I don't see that you're even in our system.

Speaker speaker_1: Well, that makes it easier for me then, I guess.

Speaker speaker_2: Yeah, I'm not pulling you up. And you are with Doherty, correct?

Speaker speaker_1: I was, yes. I don't... I'm not anymore.

Speaker speaker_2: Okay. Yeah, I, I don't see you in the system, so... And if you're not with them-

Speaker speaker_1: Nope.

Speaker speaker_2: Uh...

Speaker speaker_1: That's perfect.

Speaker speaker_2: Okay. Well, do you need help with anything else?

Speaker speaker_1: Nope.

Speaker speaker_2: Okay. Have a good day.

Speaker speaker_1: Thank you very much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye-bye.