

Transcript: VICTORIA

Taylor-4946502805667840-6177523563806720

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Dale? Yeah. Hey, this is Victoria with Benefits on a Card. Yeah. Uh, just giving you a call back. Uh, it looks like your qualifying life event was approved. Okay. Um, so you are able to enroll... um, and it looks like you have until the 12th of April to do so. Okay, cool. So, I can go ahead and look at the plans, and options, and all that? Yeah. Uh, do you need a copy of the benefits guide or did I already send that to you? I think you did. I just really couldn't understand, like, how it was working. There were so many, like, different options or, like, I guess add-ons. Okay. Yeah, I mean there's- So, um- ... a couple different options for medical and then things like dental and vision. Uh, dental and vision would be additional. Yeah, yeah. Okay. And then it is week-to-week on how you guys charge? Yeah, the majority of our plans you pay for, uh, weekly. Okay. Okay, cool. All right then. And when I apply, do I call you guys at all or do I just go online? Like, am I okay to do it all online by myself? I would just give us a call back. I, I think I mentioned to you that, to this, to you previously, because it's a qualifying life event- Oh, yeah. Yeah. I don't think our systems will recognize it online. Okay. Um, so, it's probably better just to call us back. Um- Okay. But I am making notes that your QLE was approved, and you have until the 12th of April to enroll. Okay. Cool, cool. Alrighty then. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Hey, is this Dale?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card.

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, just giving you a call back. Uh, it looks like your qualifying life event was approved.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so you are able to enroll... um, and it looks like you have until the 12th of April to do so.

Speaker speaker_2: Okay, cool. So, I can go ahead and look at the plans, and options, and all that?

Speaker speaker_1: Yeah. Uh, do you need a copy of the benefits guide or did I already send that to you?

Speaker speaker_2: I think you did. I just really couldn't understand, like, how it was working. There were so many, like, different options or, like, I guess add-ons.

Speaker speaker_1: Okay. Yeah, I mean there's-

Speaker speaker_2: So, um-

Speaker speaker_1: ... a couple different options for medical and then things like dental and vision. Uh, dental and vision would be additional.

Speaker speaker_2: Yeah, yeah. Okay. And then it is week-to-week on how you guys charge?

Speaker speaker_1: Yeah, the majority of our plans you pay for, uh, weekly.

Speaker speaker_2: Okay. Okay, cool. All right then. And when I apply, do I call you guys at all or do I just go online? Like, am I okay to do it all online by myself?

Speaker speaker_1: I would just give us a call back. I, I think I mentioned to you that, to this, to you previously, because it's a qualifying life event-

Speaker speaker_2: Oh, yeah. Yeah.

Speaker speaker_1: I don't think our systems will recognize it online.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so, it's probably better just to call us back. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But I am making notes that your QLE was approved, and you have until the 12th of April to enroll.

Speaker speaker_2: Okay. Cool, cool. Alrighty then. Thank you so much.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_3: Mm-hmm.