

Transcript: VICTORIA

Taylor-5037246579163136-5216726417358848

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, I have received a text message to get on, call about the enrollment benefits. Okay. Your, are you wanting to get enrolled? Yes, ma'am. What's the name of the agency you work for? Papa Freight Tools. Or Partners, yes. A company? Yeah. I- Okay. And the last four of your Social? 4287. And your first and last name? Latonya Billings. I'm afraid, do you mind verifying your address and date of birth? Um, address is 1660 Violet Drive, Dillon, South Carolina 29536. And, what else it was? Date of birth. My address and what? Oh, 12/30/91. Phone number 843-506-4584? Correct. Okay. Email's gonna be billings.tonya91@gmail.com. Yes, ma'am. Okay. Do you know what you're wanting to enroll into? Um, no ma'am, I do. You don't? What is available? Okay. So, just to make sure I heard you correctly, you don't know what you're wanting? No, ma'am. I was asking what was available for me. Yeah. So there's multiple medical plans to choose from. Um, there's also things like dental, uh, short-term disability, term life, vision, uh, critical illness, group accident, a behavioral health policy and the ID expert. Um, so what I can do, is I can actually email you, um, some information about the different plans being offered. It'll go over like- ... what each plan covers, how much they cost, um- Okay. ... so if you want to look over that, and then you can call us back from there to enroll. Okay. So will you be able to tell me more days do I have? Yeah. So it looks like you have until the 8th of January to get enrolled. The 8th of January? Okay. Yes, ma'am. So I already do have email information, so I can just call back? Yeah, I'm working on emailing that to you now. Okay. Did you need help with anything else? No, ma'am, that was it. All right. You have a wonderful day. All right. You, too. Thank you. Bye-bye. Y-

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, I have received a text message to get on, call about the enrollment benefits.

Speaker speaker_1: Okay. Your, are you wanting to get enrolled?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Papa Freight Tools. Or Partners, yes.

Speaker speaker_1: A company?

Speaker speaker_2: Yeah. I-

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 4287.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Latonya Billings.

Speaker speaker_1: I'm afraid, do you mind verifying your address and date of birth?

Speaker speaker_2: Um, address is 1660 Violet Drive, Dillon, South Carolina 29536. And, what else it was?

Speaker speaker_1: Date of birth.

Speaker speaker_2: My address and what? Oh, 12/30/91.

Speaker speaker_1: Phone number 843-506-4584?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Email's gonna be billings.tonya91@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you know what you're wanting to enroll into?

Speaker speaker_2: Um, no ma'am, I do.

Speaker speaker_1: You don't?

Speaker speaker_2: What is available?

Speaker speaker_1: Okay. So, just to make sure I heard you correctly, you don't know what you're wanting?

Speaker speaker_2: No, ma'am. I was asking what was available for me.

Speaker speaker_1: Yeah. So there's multiple medical plans to choose from. Um, there's also things like dental, uh, short-term disability, term life, vision, uh, critical illness, group accident, a behavioral health policy and the ID expert. Um, so what I can do, is I can actually email you, um, some information about the different plans being offered. It'll go over like- ... what each plan covers, how much they cost, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so if you want to look over that, and then you can call us back from there to enroll.

Speaker speaker_2: Okay. So will you be able to tell me more days do I have?

Speaker speaker_1: Yeah. So it looks like you have until the 8th of January to get enrolled.

Speaker speaker_2: The 8th of January? Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: So I already do have email information, so I can just call back?

Speaker speaker_1: Yeah, I'm working on emailing that to you now.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you need help with anything else?

Speaker speaker_2: No, ma'am, that was it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. You, too.

Speaker speaker_1: Thank you. Bye-bye. Y-