

Transcript: VICTORIA

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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'm trying to enroll. I need to do the open enrollment. Okay. Um, what's the name of the agency you work for? Um, WorkSmart. And the last four of your Social? 6333. Gotcha. And your first and last name? My first name is Terry, T-E-R-R-Y. My last name is J-O-N-E-S. Do you mind verifying your address and date of birth? My address is 2606 Bowman Highway Northwest, Dewy Rose, Georgia. And the ZIP code is 30634. Okay. And, uh, date of birth? May 9th, 1970. And phone number is 762-338-8175? Yes. 762-338-8175. Email's gonna be tbones7030@yahoo.com? Yes. All lowercase letters, though. Okay. And just to make sure, the address is 2606 Bowman- Right. ... Highway Northwest? Okay. That's right. 2606 Bowman Highway Northwest, Dewy Rose, Georgia. ZIP code is 30634. Okay. Um, give me just one second. All right. Do you know what you're wanting to enroll into? Uh, ma'am, I'm needing, um, some, a type of insurance where, you know, it's got dental and, um, uh, of course, uh, a health insurance and, uh, emergency room. Okay. Um, so dental and vision are gonna be separate policies from medical. There's, uh, a couple different medical plans to choose from. Um, have you received the benefits guide? No, I haven't received it in the mail yet. Okay, I'm not sure if they send it by mail, but I can email you a copy. Um... Okay. That way you can look over the different plans. Like I said, there's a couple different medical plans to choose from, and then, uh, for dental and vision, there's just one plan for those. Okay. Do I need to give you my benefit card number? Um, where, you know, my card, where I get my paycheck on, do I need to give you that, that number so it can be registered with it? No, sir. So, what you need to do is just review this guide that I'm gonna send to you that goes over all the plans. That way, you can choose what plans you wanna enroll into. And then once you know that, you would just call us back so we can get you enrolled. All right. Okay. Yep. Um, so I'm gonna send that to your email so you can look over that. Did you have any specific questions for me? No, that'll be it, ma'am. All righty. You have a wonderful day. All right.

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: Um, I'm trying to enroll. I need to do the open enrollment.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Um, WorkSmart.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6333.

Speaker speaker_1: Gotcha. And your first and last name?

Speaker speaker_2: My first name is Terry, T-E-R-R-Y. My last name is J-O-N-E-S.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: My address is 2606 Bowman Highway Northwest, Dewy Rose, Georgia. And the ZIP code is 30634.

Speaker speaker_1: Okay. And, uh, date of birth?

Speaker speaker_2: May 9th, 1970.

Speaker speaker_1: And phone number is 762-338-8175?

Speaker speaker_2: Yes. 762-338-8175.

Speaker speaker_1: Email's gonna be tbones7030@yahoo.com?

Speaker speaker_2: Yes. All lowercase letters, though.

Speaker speaker_1: Okay. And just to make sure, the address is 2606 Bowman-

Speaker speaker_2: Right.

Speaker speaker_1: ... Highway Northwest? Okay.

Speaker speaker_2: That's right. 2606 Bowman Highway Northwest, Dewy Rose, Georgia. ZIP code is 30634.

Speaker speaker_1: Okay. Um, give me just one second. All right. Do you know what you're wanting to enroll into?

Speaker speaker_2: Uh, ma'am, I'm needing, um, some, a type of insurance where, you know, it's got dental and, um, uh, of course, uh, a health insurance and, uh, emergency room.

Speaker speaker_1: Okay. Um, so dental and vision are gonna be separate policies from medical. There's, uh, a couple different medical plans to choose from. Um, have you received the benefits guide?

Speaker speaker_2: No, I haven't received it in the mail yet.

Speaker speaker_1: Okay, I'm not sure if they send it by mail, but I can email you a copy. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: That way you can look over the different plans. Like I said, there's a couple different medical plans to choose from, and then, uh, for dental and vision, there's just one plan for those.

Speaker speaker_2: Okay. Do I need to give you my benefit card number? Um, where, you know, my card, where I get my paycheck on, do I need to give you that, that number so it can be registered with it?

Speaker speaker_1: No, sir. So, what you need to do is just review this guide that I'm gonna send to you that goes over all the plans. That way, you can choose what plans you wanna enroll into. And then once you know that, you would just call us back so we can get you enrolled.

Speaker speaker_2: All right. Okay.

Speaker speaker_1: Yep. Um, so I'm gonna send that to your email so you can look over that. Did you have any specific questions for me?

Speaker speaker_2: No, that'll be it, ma'am.

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

Speaker speaker_2: All right.