

Transcript: VICTORIA

Taylor-5279093874802688-4570911816859648

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I don't know how much that coverage is. I'm sorry? I want to know how much that coverage is. Okay. What's the name of the agency you work for? Serge. Serge Staffing. Gotcha. Okay. Um, so it... The cost just depends on, like, who you're wanting to cover and the plan that you're interested in, which we offer a couple different ones. I can send you a copy of the benefits guide to your email, if you have a good email. Uh... Do I... So do I have to get it? Well, Serge Staffing, I know that they will automatically enroll you into one of the new plans if you're a new hire. Yeah. Um, they'll automatically enroll you into one of the plans unless you opt out beforehand. So the specific plan- So do I- The, uh... I was gonna say, the specific plan they automatically enroll you into is an MEC TeleRX which, for employee only, that's \$16.80 a week. How do I offer? I can pull up your file and do that for you. What's the last four of your Social? 3270. And your first and last name? Ricky Mitchell. Okay. Do you mind verifying your address and date of birth? 212 Margaret Avenue, Columbus, Georgia 31903. Date of birth, June 13th 1984. Phone number 407-969-6937? Correct. And then email is D-O-N-K-O-N-E 84@gmail.com? Correct. All righty. I will go ahead and decline the coverage, and you're good to go from here. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: I don't know how much that coverage is.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I want to know how much that coverage is.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Serge. Serge Staffing.

Speaker speaker_0: Gotcha. Okay. Um, so it... The cost just depends on, like, who you're wanting to cover and the plan that you're interested in, which we offer a couple different ones. I can send you a copy of the benefits guide to your email, if you have a good email.

Speaker speaker_1: Uh... Do I... So do I have to get it?

Speaker speaker_0: Well, Serge Staffing, I know that they will automatically enroll you into one of the new plans if you're a new hire.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, they'll automatically enroll you into one of the plans unless you opt out beforehand. So the specific plan-

Speaker speaker_1: So do I-

Speaker speaker_0: The, uh... I was gonna say, the specific plan they automatically enroll you into is an MEC TeleRX which, for employee only, that's \$16.80 a week.

Speaker speaker_1: How do I offer?

Speaker speaker_0: I can pull up your file and do that for you. What's the last four of your Social?

Speaker speaker_1: 3270.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ricky Mitchell.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 212 Margaret Avenue, Columbus, Georgia 31903. Date of birth, June 13th 1984.

Speaker speaker_0: Phone number 407-969-6937?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is D-O-N-K-O-N-E 84@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. I will go ahead and decline the coverage, and you're good to go from here.

Speaker speaker_1: Okay.