

Transcript: VICTORIA

Taylor-5407915972542464-5883949620707328

Full Transcript

Thank you for calling Benefits on a Card. This is... . Can I help you? Hi, um, I'm calling to, uh, find out my, uh, insurance information for my dental plan, 'cause I don't currently have a physical card. Okay. What's the name of the agency you work for? Uh, it's, uh, Rexrock Bosch. Is that the name of the staffing agency? Uh, no, that's the company I'm currently working for. Uh, I'm gonna have to... I don't have the name of it right now. I can't remember it. It's been so long. Okay. Um, I can try and look you up a different way. What's your first and last name? Tyler Kennedy. Okay, um, is that T-Y-L-E-R? Yes, ma'am. And then K-E-N-N-E-D-Y. ... uh. E-D-Y, okay. Yeah, I'm not pulling you up at all. What's the last four of your Social? It is 0661. Would it be with MAU? Uh, yes, that's right. Okay. Um- 'Cause I got a text- I got a text message from MAU saying that I needed to re-enroll to the insurance but I never got a chance to like call and do that, so I was just wondering if it's already like re-rolled and just kept me in there or not, or... Okay. Let me verify your account. Do you mind verifying your address and date of birth? Yeah. It's 215 Crescent Circle, Duncan, South Carolina 29334, and date of birth is March 8, 1997. And then phone number 864-417-4670? Yeah, that's right. And then email is tk1239@gmail.com? Yes. Okay. So, was it a text message about the open enrollment? Yeah. Okay. Yeah, so the open enrollment is just a time where you can make changes to the, uh, enrollment if you want. Um, if you're enrolled currently, as long as the plan is still being offered for the following year, it would roll over, um, and it looks like you're- Hmm. ... currently enrolled into the Ensure+ Basics Medical and Dental for Employee + Child. Okay. Perfect. Um, c- is there dental insurance included in that? Yeah. You're enrolled into the Ensure+ Basics medical plan as well as the dental. Uh, can you, uh, say that real slow for me so I can write it down, please? Sure. So your medical plan is called Ensure, I-N-S-U-R-E, + Basics. Okay. Basic, okay. And then you also have the dental plan. Uh, can I have the, uh, plan number and all that for the dental one, please? Yeah. I, I'm looking up your ID cards now that's gonna have all that information on it and I'm gonna send it to your email. Okay, thank you. That works too. That way I don't have to write it all down and keep you on the phone forever. No worries. Give me just a few seconds. I'm gonna look this up and I'll be right back. All right. Thank you. You know, just... Hell yeah, do it. Give me just a few moments while I finish up real quick. Okay. All righty. So I just sent that to the email tk1239@gmail.com. All right, perfect. All right. I think that's all I- Awesome. ... needed today. All righty. Well, um, other than that, I think you are good to go. Like I said, it is... You are currently enrolled into the Ensure+ Basics and the dental and it is currently active. All right. Thank you so much. You're welcome. Have a good day. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I'm calling to, uh, find out my, uh, insurance information for my dental plan, 'cause I don't currently have a physical card.

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

Speaker speaker_1: Uh, it's, uh, Rexrock Bosch.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: Uh, no, that's the company I'm currently working for. Uh, I'm gonna have to... I don't have the name of it right now. I can't remember it. It's been so long.

Speaker speaker_0: Okay. Um, I can try and look you up a different way. What's your first and last name?

Speaker speaker_1: Tyler Kennedy.

Speaker speaker_0: Okay, um, is that T-Y-L-E-R?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then K-E-N-N-

Speaker speaker_1: E-D-Y.

Speaker speaker_0: ... uh. E-D-Y, okay. Yeah, I'm not pulling you up at all. What's the last four of your Social?

Speaker speaker_1: It is 0661.

Speaker speaker_0: Would it be with MAU?

Speaker speaker_1: Uh, yes, that's right.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: 'Cause I got a text- I got a text message from MAU saying that I needed to re-enroll to the insurance but I never got a chance to like call and do that, so I was just wondering if it's already like re-rolled and just kept me in there or not, or...

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

Speaker speaker_1: Yeah. It's 215 Crescent Circle, Duncan, South Carolina 29334, and date of birth is March 8, 1997.

Speaker speaker_0: And then phone number 864-417-4670?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: And then email is tk1239@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, was it a text message about the open enrollment?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, so the open enrollment is just a time where you can make changes to the, uh, enrollment if you want. Um, if you're enrolled currently, as long as the plan is still being offered for the following year, it would roll over, um, and it looks like you're-

Speaker speaker_1: Hmm.

Speaker speaker_0: ... currently enrolled into the Ensure+ Basics Medical and Dental for Employee + Child.

Speaker speaker_1: Okay. Perfect. Um, c- is there dental insurance included in that?

Speaker speaker_0: Yeah. You're enrolled into the Ensure+ Basics medical plan as well as the dental.

Speaker speaker_1: Uh, can you, uh, say that real slow for me so I can write it down, please?

Speaker speaker_0: Sure. So your medical plan is called Ensure, I-N-S-U-R-E, + Basics.

Speaker speaker_1: Okay. Basic, okay.

Speaker speaker_0: And then you also have the dental plan.

Speaker speaker_1: Uh, can I have the, uh, plan number and all that for the dental one, please?

Speaker speaker_0: Yeah. I, I'm looking up your ID cards now that's gonna have all that information on it and I'm gonna send it to your email.

Speaker speaker_1: Okay, thank you. That works too. That way I don't have to write it all down and keep you on the phone forever.

Speaker speaker_0: No worries. Give me just a few seconds. I'm gonna look this up and I'll be right back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You know, just... Hell yeah, do it. Give me just a few moments while I finish up real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. So I just sent that to the email tk1239@gmail.com.

Speaker speaker_1: All right, perfect. All right. I think that's all I-

Speaker speaker_0: Awesome.

Speaker speaker_1: ... needed today.

Speaker speaker_0: All righty. Well, um, other than that, I think you are good to go. Like I said, it is... You are currently enrolled into the Ensure+ Basics and the dental and it is currently active.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.