

Transcript: VICTORIA

Taylor-5420395714789376-5003995095449600

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, um, I'm calling about enrolling in benefits, but I also, um, lost insurance, uh, at the end of November and wanted to see if I could get the information on enrolling. Okay. Uh, what's the name of the agency you work for? The Resource. Okay. And then the last four of your Social? 3715. And your first and last name? Erica Ratcliffe. Okay. Do you mind verifying your address and date of birth? 4282 Oak Point Drive, Winston-Salem, North Carolina 27105, 51480. Okay. And then phone number 336-253-6206? Yes. Gotcha. And then email is 336-253-6260- My phone number? Yes. I'm sorry about that, I realized I was repeating that. Uh, email is gonna be first name dot last name @gmail.com? Yes. Okay. Um, let's see. Okay, so it looks like their open enrollment just started today. Um, do you know exactly what you might want to enroll into? Is there somewhere where it has the plans listed or anything? Um, I can actually email you a copy of the benefits guide. That'll go over, like, um- Okay. ... all the plans they offer, what they cover and how much they cost. Okay, that would be great. Okay, give me one second. Could you just put that all together for me please? Thank you. Give me just one second, I'm just making sure I'm looking at the right, uh, benefits guide. Okay. Right, so I just sent that to your email and it looks like the open enrollment period will end on the 31st of January. Okay, I got it. All right, uh- Thank you so much. Yeah, you're welcome. Did you need help with anything else? Um, n- nope. Uh, I wouldn't call you guys back if I needed to enroll, right? Yeah, so once you know what specific plans you want to enroll into, just call us back and we can get you enrolled from there. Okay. Okay, thank you so much. You have a great day. You too, bye-bye. Thank you, bye-bye.

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, um, I'm calling about enrolling in benefits, but I also, um, lost insurance, uh, at the end of November and wanted to see if I could get the information on enrolling.

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

Speaker speaker_2: The Resource.

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

Speaker speaker_2: 3715.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Erica Ratcliffe.

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

Speaker speaker_2: 4282 Oak Point Drive, Winston-Salem, North Carolina 27105, 51480.

Speaker speaker_1: Okay. And then phone number 336-253-6206?

Speaker speaker_2: Yes.

Speaker speaker_1: Gotcha. And then email is 336-253-6260-

Speaker speaker_2: My phone number? Yes.

Speaker speaker_1: I'm sorry about that, I realized I was repeating that. Uh, email is gonna be first name dot last name @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. Okay, so it looks like their open enrollment just started today. Um, do you know exactly what you might want to enroll into?

Speaker speaker_2: Is there somewhere where it has the plans listed or anything?

Speaker speaker_1: Um, I can actually email you a copy of the benefits guide. That'll go over, like, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... all the plans they offer, what they cover and how much they cost.

Speaker speaker_2: Okay, that would be great.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Could you just put that all together for me please? Thank you.

Speaker speaker_1: Give me just one second, I'm just making sure I'm looking at the right, uh, benefits guide.

Speaker speaker_2: Okay.

Speaker speaker_1: Right, so I just sent that to your email and it looks like the open enrollment period will end on the 31st of January.

Speaker speaker_2: Okay, I got it.

Speaker speaker_1: All righty, uh-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Yeah, you're welcome. Did you need help with anything else?

Speaker speaker_2: Um, n- nope. Uh, I wouldn't call you guys back if I needed to enroll, right?

Speaker speaker_1: Yeah, so once you know what specific plans you want to enroll into, just call us back and we can get you enrolled from there.

Speaker speaker_2: Okay. Okay, thank you so much. You have a great day.

Speaker speaker_1: You too, bye-bye.

Speaker speaker_2: Thank you, bye-bye.