

Transcript: VICTORIA

Taylor-5475289137201152-5188786431508480

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? Yeah. I, uh, open enrollment, I think. I just got a text. Um, so I wanna verify my insurance for this year, please. Okay. What's the name of the agency you work through? Wagner. And the last four of your Social? 6867. And your first and last name. John Jordan. Okay. Uh, do you mind verifying your address and date of birth? Yeah. 3659 Victoria Manor Drive, Apartment B106. Birthday 12/7/65. Phone number is 404-7137- Yeah. And then email is jjordan7173@gmail.com? Yes. Okay. So, it looks like you're enrolled into a couple different things. The Free RX, the MEC StayHealthy, group accident, dental, short-term- Mm-hmm. ... disability, critical illness, term life, vision, the VIP Classic and the behavioral health for employee only. Okay. So I guess, what I'd really like to look at is the dental. Okay. I can't make changes right now, can I? Well, we only offer one dental plan, which is what you're currently enrolled. Oh. All right. Well, I wonder why I got a text. So, um... It's just a reminder text message letting, you know, members know that we're currently in open enrollment until the 31st of this month. So, if you are wanting to make changes to the enrollment- Mm-hmm. ... you have until then to do so. All right. So you only have one dental plan? Correct. All right. Thanks for your help. Yes, sir. You have a wonderful day. All right. You too. Bye. 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: Yeah. I, uh, open enrollment, I think. I just got a text. Um, so I wanna verify my insurance for this year, please.

Speaker speaker_1: Okay. What's the name of the agency you work through?

Speaker speaker_2: Wagner.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6867.

Speaker speaker_1: And your first and last name.

Speaker speaker_2: John Jordan.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. 3659 Victoria Manor Drive, Apartment B106. Birthday 12/7/65.

Speaker speaker_1: Phone number is 404-7137-

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is jjordan7173@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, it looks like you're enrolled into a couple different things. The Free RX, the MEC StayHealthy, group accident, dental, short-term-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... disability, critical illness, term life, vision, the VIP Classic and the behavioral health for employee only.

Speaker speaker_2: Okay. So I guess, what I'd really like to look at is the dental.

Speaker speaker_1: Okay.

Speaker speaker_2: I can't make changes right now, can I?

Speaker speaker_1: Well, we only offer one dental plan, which is what you're currently enrolled.

Speaker speaker_2: Oh. All right. Well, I wonder why I got a text. So, um...

Speaker speaker_1: It's just a reminder text message letting, you know, members know that we're currently in open enrollment until the 31st of this month. So, if you are wanting to make changes to the enrollment-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you have until then to do so.

Speaker speaker_2: All right. So you only have one dental plan?

Speaker speaker_1: Correct.

Speaker speaker_2: All right. Thanks for your help.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: Bye-bye.