

## Transcript: VICTORIA

**Taylor-5504940852822016-5526883404529664**

### Full Transcript

You have called Benefits On a Card. This is Victoria. How can I help you? Hello, my name is, uh, Elbert Davis and I wanted to go see about some insurance, benefits or whatever. Okay. Well, what's the name of the agency you work for? Uh, WorkSmart Ark. Gotcha. And the last four of your social? 1081. Okay, perfect. And the... your first and last name again? Uh, Elbert Davis. Okay, gotcha. Do you mind verifying your address and date of birth? 11263 30 Sullivan Street, Washoe, South Carolina 29692. All right. And then phone number is 864-321-3, uh, 2077? Correct. And then email is gonna be redavis017@gmail.com. Correct. Okay. Do you know what you wanna enroll into specifically? Well, I wanna know the prices, you know, of whatever and, and what all it covers, you know, whatever y'all have to offer. I'm trying to see 'cause I need some benefits. Okay. Uh, so there- I have to... where I live, I, I, I have to buy medicines and stuff, you know, whatever and I need something that will cover my medicine and, you know, medical or whatever. I have to go to the doctor like every three months. I, I'm a diabetic and my- Okay. ... medicine is very expensive, what I take. So there's a couple different plans to choose from. What I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It kind of breaks down all the plans to choose from, what they cover and how much they cost. Uh, that way you can look over it and then just call us back once you're ready to enroll. But my time would be up tomorrow, I think, uh, 'cause they had 30 days, right? Um, it actually looks like you have until next Friday, the 18th to enroll. Oh, the 18th? I know, I know, I know. I thought it was the 12th or whatever when I... that's... I just thought about I been able to do it or didn't I forget about it and I didn't know how late y'all be on. So I said, well, tomorrow's good. I got to take it to see if y'all open or not. Yeah, from what I'm seeing here, you have until the 18th of April to enroll. Oh, okay. Okay then. Well, I didn't know. I, I, I was thinking it was the 12th because they said 30 days when they sent me the link and everything. So I know my 30 days will be tomorrow. Yeah. It's 30 days from the date of your first check. Oh, okay. That's what it is. Oh, okay. I got you then. I didn't know how it worked. I thought it was 30 days from start date. Yeah, no, just your first check. Um, we're open typically Monday through Friday 8:00 AM to 8:00 PM Eastern Time. Um... Oh, okay. So any, you know, anytime between there and then, like I said, as long as you call us back either by the end of day next Friday, um, or before then, we can get you enrolled. Well, I call before the end. It just, uh, I wanna know the prices and, you know, whether I can afford it or not, you know? 'Cause working through a temp, you know, stuff be a little bit higher sometimes. I understand. Yeah. Then it don't, then it don't cover as much. Yeah. Unfortunately what we offer is not considered major medical, so it's not gonna cover a large portion of the medical bills. But, um, I am gonna send some more information to your email. Like I said, it's gonna go over all the plans that we offer, uh, what they cover and how much they cost. Okay then. That'll work. And I'll look at it over the weekend. All righty. And then just to make sure email is

redavis017@Gmail.com? That's correct. Okay. I'm working on getting that sent to you. You should get it here in a few seconds. Oh, okay then. All right. All righty. You have a wonderful night. And you too, son. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: You have called Benefits On a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello, my name is, uh, Elbert Davis and I wanted to go see about some insurance, benefits or whatever.

Speaker speaker\_0: Okay. Well, what's the name of the agency you work for?

Speaker speaker\_1: Uh, WorkSmart Ark.

Speaker speaker\_0: Gotcha. And the last four of your social?

Speaker speaker\_1: 1081.

Speaker speaker\_0: Okay, perfect. And the... your first and last name again?

Speaker speaker\_1: Uh, Elbert Davis.

Speaker speaker\_0: Okay, gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 11263 30 Sullivan Street, Washoe, South Carolina 29692.

Speaker speaker\_0: All right. And then phone number is 864-321-3, uh, 2077?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is gonna be redavis017@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Do you know what you wanna enroll into specifically?

Speaker speaker\_1: Well, I wanna know the prices, you know, of whatever and, and what all it covers, you know, whatever y'all have to offer. I'm trying to see 'cause I need some benefits.

Speaker speaker\_0: Okay. Uh, so there-

Speaker speaker\_1: I have to... where I live, I, I, I have to buy medicines and stuff, you know, whatever and I need something that will cover my medicine and, you know, medical or whatever. I have to go to the doctor like every three months. I, I'm a diabetic and my-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... medicine is very expensive, what I take.

Speaker speaker\_0: So there's a couple different plans to choose from. What I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It kind of breaks down all the plans to choose from, what they cover and how much they cost. Uh, that way you can look over it and then just call us back once you're ready to enroll.

Speaker speaker\_1: But my time would be up tomorrow, I think, uh, 'cause they had 30 days, right?

Speaker speaker\_0: Um, it actually looks like you have until next Friday, the 18th to enroll.

Speaker speaker\_1: Oh, the 18th? I know, I know, I know. I thought it was the 12th or whatever when I... that's... I just thought about I been able to do it or didn't I forget about it and I didn't know how late y'all be on. So I said, well, tomorrow's good. I got to take it to see if y'all open or not.

Speaker speaker\_0: Yeah, from what I'm seeing here, you have until the 18th of April to enroll.

Speaker speaker\_1: Oh, okay. Okay then. Well, I didn't know. I, I, I was thinking it was the 12th because they said 30 days when they sent me the link and everything. So I know my 30 days will be tomorrow.

Speaker speaker\_0: Yeah. It's 30 days from the date of your first check.

Speaker speaker\_1: Oh, okay. That's what it is. Oh, okay. I got you then. I didn't know how it worked. I thought it was 30 days from start date.

Speaker speaker\_0: Yeah, no, just your first check. Um, we're open typically Monday through Friday 8:00 AM to 8:00 PM Eastern Time. Um...

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So any, you know, anytime between there and then, like I said, as long as you call us back either by the end of day next Friday, um, or before then, we can get you enrolled.

Speaker speaker\_1: Well, I call before the end. It just, uh, I wanna know the prices and, you know, whether I can afford it or not, you know? 'Cause working through a temp, you know, stuff be a little bit higher sometimes.

Speaker speaker\_0: I understand. Yeah.

Speaker speaker\_1: Then it don't, then it don't cover as much.

Speaker speaker\_0: Yeah. Unfortunately what we offer is not considered major medical, so it's not gonna cover a large portion of the medical bills. But, um, I am gonna send some more information to your email. Like I said, it's gonna go over all the plans that we offer, uh, what they cover and how much they cost.

Speaker speaker\_1: Okay then. That'll work. And I'll look at it over the weekend.

Speaker speaker\_0: All righty. And then just to make sure email is redavis017@Gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. I'm working on getting that sent to you. You should get it here in a few seconds.

Speaker speaker\_1: Oh, okay then. All right.

Speaker speaker\_0: All righty. You have a wonderful night.

Speaker speaker\_1: And you too, son. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.