

## **Transcript: VICTORIA**

**Taylor-5521154319630336-5365094736773120**

### **Full Transcript**

Thank you for calling Benefits ... This is Victoria. How can I help you? Hi. Um, good afternoon. My name is Brianna Ward. I, um, just started, uh, with an agency and they, um, gave me you guys' number to enroll into, uh... to get some benefits. So I was wondering if I can do that still. Okay. What's the name of the agency you work for? Um... Oh, what is this? Um, Around the Clock ATC. Okay. And the last four of your Social? 4888. All righty. And then, let's see. Do you mind verifying your address and date of birth? Yes. 12/13/'95 and address is 4459 Oakmont Circle, Apartment 205, Clark, Florida 32091. And phone number 786-515-4689? Yes, ma'am. Okay. And email is, uh, let's see. Not whole name. Okay. First name and then A-L-E-Y, A... W-A-R-D@Gmail.com? Yes, ma'am. Okay. All right. Um, so it looks like... Yeah, it looks like unfortunately your personal open enrollment period is ending soon. You have technically until the end of day tomorrow to get enrolled into benefits. Um, so we are able to get you enrolled, it's just unfortunately it's coming to an end. Um, do you know anything about the benefits or what you might wanna enroll into? Um, I don't know, um, the... about the benefits but I, um... mainly vision and dental. Maybe that's- Okay. Sorry. Gotcha. Um, so there's a couple different medical plans to choose from. We do also have dental and vision. We only have one plan for those. Um, what I can do is I can email you the, uh, benefits guide if you wanna look over that first. And then, um, you can call us back from there to enroll if you'd like. Okay. Yes, please. Okay. Um, we are open as late as 8:00 PM Eastern Time. Um, so like I said, uh, you can either call us back tonight or by 8:00 PM tomorrow to get enrolled. Okay. Sounds good. All righty. So I will send that benefits guide to your email and did you have any other questions for me? No, ma'am. Thank you so much. Yes, ma'am. You have a wonderful day. You as well. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... This is Victoria. How can I help you?

Speaker speaker\_1: Hi. Um, good afternoon. My name is Brianna Ward. I, um, just started, uh, with an agency and they, um, gave me you guys' number to enroll into, uh... to get some benefits. So I was wondering if I can do that still.

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

Speaker speaker\_1: Um... Oh, what is this? Um, Around the Clock ATC.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 4888.

Speaker speaker\_0: All righty. And then, let's see. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. 12/13/'95 and address is 4459 Oakmont Circle, Apartment 205, Clark, Florida 32091.

Speaker speaker\_0: And phone number 786-515-4689?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And email is, uh, let's see.

Speaker speaker\_1: Not whole name.

Speaker speaker\_0: Okay. First name and then A-L-E-Y, A... W-A-R-D@Gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. Um, so it looks like... Yeah, it looks like unfortunately your personal open enrollment period is ending soon. You have technically until the end of day tomorrow to get enrolled into benefits. Um, so we are able to get you enrolled, it's just unfortunately it's coming to an end. Um, do you know anything about the benefits or what you might wanna enroll into?

Speaker speaker\_1: Um, I don't know, um, the... about the benefits but I, um... mainly vision and dental. Maybe that's-

Speaker speaker\_0: Okay. Sorry. Gotcha. Um, so there's a couple different medical plans to choose from. We do also have dental and vision. We only have one plan for those. Um, what I can do is I can email you the, uh, benefits guide if you wanna look over that first. And then, um, you can call us back from there to enroll if you'd like.

Speaker speaker\_1: Okay. Yes, please.

Speaker speaker\_0: Okay. Um, we are open as late as 8:00 PM Eastern Time. Um, so like I said, uh, you can either call us back tonight or by 8:00 PM tomorrow to get enrolled.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All righty. So I will send that benefits guide to your email and did you have any other questions for me?

Speaker speaker\_1: No, ma'am. Thank you so much.

Speaker speaker\_0: Yes, ma'am. You have a wonderful day.

Speaker speaker\_1: You as well.

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

Speaker speaker\_1: Bye-bye.