

## **Transcript: VICTORIA**

**Taylor-5599752234156032-5518479239102464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Vittoria. How can I help you? Hi. I got a message saying, um, enroll today or we won't have coverage for the rest of the year. Um, I just wanted to make sure that the stuff I filled out was for this year? Okay. Uh, what's the name of the agency you work for? Um, Care Builders At Home. And the last four of your Social? 6360. And, uh, your first and last name? Abigail Hein. Okay. Do you mind verifying your address and date of birth? 217 North Grant Street, 52796. And then, uh, phone number is going to be 989-326-7891? Yes. And email is last name, uh, abby@gmail.com? Yep. Okay. Give me one second. So it looks like you're actually pending for enrollment under the VIP Prime for you and your spouse. Yeah. Okay. So, it's still in a pending status. Once you see that first payroll deduction come out of your check, the coverage- Mm-hmm. ... will start the following Monday. Okay. Um, I was just wondering if that covers for next year, too? 'Cause I know they said I had to re-enroll or something like that. Yeah. So the open enrollment is just for the company in general, so, um... Oh, okay. Yeah. That's for, mm, you know, if members want to make changes to their plans. But, um, it looks like you're a, uh, new hire with them. So either way- Yeah. ... it'll roll over automatically into the new year. Awesome. Thank you. Yes, ma'am. All right. Uh, was there anything else you ...

### **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 Vittoria. How can I help you?

Speaker speaker\_2: Hi. I got a message saying, um, enroll today or we won't have coverage for the rest of the year. Um, I just wanted to make sure that the stuff I filled out was for this year?

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Um, Care Builders At Home.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6360.

Speaker speaker\_1: And, uh, your first and last name?

Speaker speaker\_2: Abigail Hein.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 217 North Grant Street, 52796.

Speaker speaker\_1: And then, uh, phone number is going to be 989-326-7891?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email is last name, uh, abby@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Give me one second. So it looks like you're actually pending for enrollment under the VIP Prime for you and your spouse.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So, it's still in a pending status. Once you see that first payroll deduction come out of your check, the coverage-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... will start the following Monday.

Speaker speaker\_2: Okay. Um, I was just wondering if that covers for next year, too? 'Cause I know they said I had to re-enroll or something like that.

Speaker speaker\_1: Yeah. So the open enrollment is just for the company in general, so, um...

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah. That's for, mm, you know, if members want to make changes to their plans. But, um, it looks like you're a, uh, new hire with them. So either way-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... it'll roll over automatically into the new year.

Speaker speaker\_2: Awesome. Thank you.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right.

Speaker speaker\_1: Uh, was there anything else you ...