

Transcript: VICTORIA

Taylor-5627094939779072-5339469905444864

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? Hi, um, I'm Vanessa West. I was calling to get a update. Um, I called maybe like a week ago to sign up for benefits and I never got anything back. Um, I just wanted to know if I should be checking with my email or I was... should I be getting a call back or if there's anything in the system? Okay. Uh, what's the name of the agency you work with? Um, ACC Healthcare. And the last four of your Social? 3466. Okay. And your first and last name? Vanessa West. Do you mind verifying your address and date of birth? Yes. Um, we... Uh, 43 Mainsgate, uh, Apartment 2... 15205 and my date of birth is 6/10/'94. Oh, shit, I'm sorry. It's okay. Um, it looks like I have a different address. I have 109- 109 Roman Street. Yes, I moved, um, though I updated that with them. I'm not sure on why that's not updated. Okay. Um, what is your current address again? Uh, 43 Mainsgate, M-A-I-N-S-G-A-T-E, Mainsgate Street, 15205. Is that still in Pittsburgh? Yes. Okay. And you said the zip code is 15205? Yes, ma'am. Okay. Phone number 412-759-4429? Yes, ma'am. And then email is vanessawest@gmail.com? Yes, ma'am. Okay. Give me one second. No problem. Okay. So it looks like your company is actually in open enrollment. Um, that will end next Friday, the 27th. So we can actually go ahead and get you enrolled. Um, do you know- Okay. Thank you so much. Yes. Sorry, go ahead. Do you know exactly what you're wanting to enroll into? I don't even know what you guys offer. What do you guys have? So there's a, a couple different plans being offered. What I can do is I can email you the, um- That'll be fine. ... benefits guide. Yeah. That'll be perfect. A- and then, uh, once you know, just give us a call back from there. Okay. Like I said, the last day we'll be able to get you enrolled is next Friday, the 27th. Okay. I will definitely be calling before then. Thank you. You're welcome. I'll get that- And it will send to my email, uh, vanessawest@gmail.com? Yep. I was just about to say I'm going to send that to you as soon as I can. Okay. Thank you so much. Yes, ma'am. You have a wonderful day. You too. Thank you. 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: Hi, um, I'm Vanessa West. I was calling to get a update. Um, I called maybe like a week ago to sign up for benefits and I never got anything back. Um, I just wanted to know if I should be checking with my email or I was... should I be getting a call back or if

there's anything in the system?

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

Speaker speaker_2: Um, ACC Healthcare.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3466.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Vanessa West.

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

Speaker speaker_2: Yes. Um, we... Uh, 43 Mainsgate, uh, Apartment 2... 15205 and my date of birth is 6/10/94. Oh, shit, I'm sorry.

Speaker speaker_1: It's okay. Um, it looks like I have a different address. I have 109-

Speaker speaker_2: 109 Roman Street. Yes, I moved, um, though I updated that with them. I'm not sure on why that's not updated.

Speaker speaker_1: Okay. Um, what is your current address again?

Speaker speaker_2: Uh, 43 Mainsgate, M-A-I-N-S-G-A-T-E, Mainsgate Street, 15205.

Speaker speaker_1: Is that still in Pittsburgh?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you said the zip code is 15205?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Phone number 412-759-4429?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay. So it looks like your company is actually in open enrollment. Um, that will end next Friday, the 27th. So we can actually go ahead and get you enrolled. Um, do you know-

Speaker speaker_2: Okay. Thank you so much. Yes. Sorry, go ahead.

Speaker speaker_1: Do you know exactly what you're wanting to enroll into?

Speaker speaker_2: I don't even know what you guys offer. What do you guys have?

Speaker speaker_1: So there's a, a couple different plans being offered. What I can do is I can email you the, um-

Speaker speaker_2: That'll be fine.

Speaker speaker_1: ... benefits guide.

Speaker speaker_2: Yeah. That'll be perfect.

Speaker speaker_1: A- and then, uh, once you know, just give us a call back from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Like I said, the last day we'll be able to get you enrolled is next Friday, the 27th.

Speaker speaker_2: Okay. I will definitely be calling before then. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_3: I'll get that-

Speaker speaker_2: And it will send to my email, uh, vanessawest@gmail.com?

Speaker speaker_1: Yep. I was just about to say I'm going to send that to you as soon as I can.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.