

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Uh, it was... I had got a call talking about, um, something about the, uh, healthcare benefits, uh, at my job and the process it'll go through now. Okay. What's the, uh, name of the agency you work for? Uh, Megaforce team. Did you say Megaforce? Yeah. Megaforce Staff. Okay. And the last four of your social? 4228. And your first and last name? Nery Garcia. N-E-R-Y. Okay. Do you mind verifying your address and date of birth? 1449B 10/6/2003. Okay. And for the address, it's... The city is Mo- uh, Mount Olive, state is North Carolina, zip code is 28365. Mm-hmm. Phone number 252-549-6734. Mm-hmm. Okay, so it looks like the enrollment form that you submitted to us, you did not select any plans that you would like to enroll into and you didn't select, um, if you wanted to decline. So we were just calling to verify if you were wanting to enroll into benefits, what you were wanting to enroll into. Um, if I were to enroll, um, would I have to pay out of pocket or does the company pay? Um, you would have to pay for the benefits. Hmm. And which, which benefit, uh, would be the cheapest, I would say? So here's what I'm going to do. Um, if you have a good email address, I can email you a copy of the benefits guide to your email. Um, it's going to go over all the plans being offered, what they cover and how much they cost, so that you can look over that and if you see anything from there that you're interested in, you can just call us back to enroll. Okay. What would be a good email to send that to? Uh, garciarvano, G-A-R-C-I-A R-U-A-N-O 003@gmail.com. Okay. I will send that to you there and just to let you know, um, you typically have 30 days from the date of your first check to get enrolled. So as soon as you know what plans you would like to enroll into, just give us a call back. All right. I will do. Thank you. Thank you very much. You're welcome. You have a wonderful day. You too, as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Vatoria. How can I help you?

Speaker speaker_1: Uh, it was... I had got a call talking about, um, something about the, uh, healthcare benefits, uh, at my job and the process it'll go through now.

Speaker speaker_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker_1: Uh, Megaforce team.

Speaker speaker_0: Did you say Megaforce?

Speaker speaker_1: Yeah. Megaforce Staff.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 4228.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Nery Garcia. N-E-R-Y.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1449B 10/6/2003.

Speaker speaker_0: Okay. And for the address, it's... The city is Mo- uh, Mount Olive, state is North Carolina, zip code is 28365.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Phone number 252-549-6734.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so it looks like the enrollment form that you submitted to us, you did not select any plans that you would like to enroll into and you didn't select, um, if you wanted to decline. So we were just calling to verify if you were wanting to enroll into benefits, what you were wanting to enroll into.

Speaker speaker_1: Um, if I were to enroll, um, would I have to pay out of pocket or does the company pay?

Speaker speaker_0: Um, you would have to pay for the benefits.

Speaker speaker_1: Hmm. And which, which benefit, uh, would be the cheapest, I would say?

Speaker speaker_0: So here's what I'm going to do. Um, if you have a good email address, I can email you a copy of the benefits guide to your email. Um, it's going to go over all the plans being offered, what they cover and how much they cost, so that you can look over that and if you see anything from there that you're interested in, you can just call us back to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: What would be a good email to send that to?

Speaker speaker_1: Uh, garciarvano, G-A-R-C-I-A R-U-A-N-O 003@gmail.com.

Speaker speaker_0: Okay. I will send that to you there and just to let you know, um, you typically have 30 days from the date of your first check to get enrolled. So as soon as you know what plans you would like to enroll into, just give us a call back.

Speaker speaker_1: All right. I will do. Thank you. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too, as well.

Speaker speaker_0: Thank you. Bye-bye.