

Transcript: VICTORIA

Taylor-5774683738783744-5254349323288576

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? Oh, this is Raymond Gleaton from MIG 10 o'clock. I want to get registered for insurance. You're wanting to enroll? Is that what you said? Yes. Okay. Sorry about that. Um, what's the last four of your Social? 1546. And your first and last name again? Raymond Gleaton. Your last name? G-L-E-A-T-O-N. Okay. I think we might have it spelled incorrectly. I have G-L-E-N-T-O-N. Mm-mm. It's G-L-E-A-T-O-N. G-L-E-A-T-O-N. Mm-hmm. Okay. Do you mind verifying your address and date of birth? 466 Water Mill Road, South Carolina 29137. And it's the date of birth? Yes, sir. 3/26/70. Phone number is 803-653-1572? Mm-hmm. Yes, ma'am. And then email is gonna be raymongleaton3@gmail.com? Mm-hmm. Okay. Let's see. Yes. So I do see that you're currently already enrolled, it looks like, um, to a few different things. The MEC Stay Healthy, the Insure Plus Basics, dental, critical illness, term life, vision, IDEXX, uh, Experts, behavioral health, and all of that being for employee only. So you- you are currently enrolled. Okay. Um, and it looks like also the coverage is active as well. Okay. Were you wanting to make changes to the enrollment? No. I've got a email yesterday saying that I had like 17 days left to enroll. Oh, okay. It was probably just talking about the company's open enrollment period. Um, so basically that's just if you're... it- it's for- typically for members that are not enrolled that want to get enrolled, or if you're wanting to make changes to your enrollment. Oh. O- okay, so I'm good. Yes, sir. You're good. Um, I did go ahead- All right. ... and update the spelling of your last name, and I'm going to get the carriers up to date with that. Um, but did you have any other questions for me? Yes. How much is coming out a week on this? Okay. Um, so it looks like for everything that you're enrolled into, it comes out to a total of \$40.66. Okay. Well, that's me and my wife, or just me only? Uh, just for yourself. Okay. Thank you. Yes, sir. Was there anything else you might need help with? No, you did, you helped me out. Thank you. You're welcome. Have a good day. All right. 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: Oh, this is Raymond Gleaton from MIG 10 o'clock. I want to get registered for insurance.

Speaker speaker_1: You're wanting to enroll? Is that what you said?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Sorry about that. Um, what's the last four of your Social?

Speaker speaker_2: 1546.

Speaker speaker_1: And your first and last name again?

Speaker speaker_2: Raymond Gleaton.

Speaker speaker_1: Your last name?

Speaker speaker_2: G-L-E-A-T-O-N.

Speaker speaker_1: Okay. I think we might have it spelled incorrectly. I have G-L-E-N-T-O-N.

Speaker speaker_2: Mm-mm. It's G-L-E-A-T-O-N.

Speaker speaker_1: G-L-E-A-T-O-N.

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: 466 Water Mill Road, South Carolina 29137. And it's the date of birth?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 3/26/70.

Speaker speaker_1: Phone number is 803-653-1572?

Speaker speaker_2: Mm-hmm. Yes, ma'am.

Speaker speaker_1: And then email is gonna be raymongleaton3@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Let's see. Yes. So I do see that you're currently already enrolled, it looks like, um, to a few different things. The MEC Stay Healthy, the Insure Plus Basics, dental, critical illness, term life, vision, IDEXX, uh, Experts, behavioral health, and all of that being for employee only. So you- you are currently enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and it looks like also the coverage is active as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Were you wanting to make changes to the enrollment?

Speaker speaker_2: No. I've got a email yesterday saying that I had like 17 days left to enroll.

Speaker speaker_1: Oh, okay. It was probably just talking about the company's open enrollment period. Um, so basically that's just if you're... it- it's for- typically for members that are not enrolled that want to get enrolled, or if you're wanting to make changes to your enrollment.

Speaker speaker_2: Oh. O- okay, so I'm good.

Speaker speaker_1: Yes, sir. You're good. Um, I did go ahead-

Speaker speaker_2: All right.

Speaker speaker_1: ... and update the spelling of your last name, and I'm going to get the carriers up to date with that. Um, but did you have any other questions for me?

Speaker speaker_2: Yes. How much is coming out a week on this?

Speaker speaker_1: Okay. Um, so it looks like for everything that you're enrolled into, it comes out to a total of \$40.66.

Speaker speaker_2: Okay. Well, that's me and my wife, or just me only?

Speaker speaker_1: Uh, just for yourself.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, sir. Was there anything else you might need help with?

Speaker speaker_2: No, you did, you helped me out. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you. Bye-bye.