

Transcript: VICTORIA

Taylor-5837595173502976-5798124424052736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Centric Card. How can I help you? Hello? Hi, how can I help? Uh-huh, this is the number for the benefits? Yes, this is Benefits Centric Card. Yeah. They said, they said this is like... uh, it was, it was ending? The, uh... They said I had 30 days to, to sign up for it. Okay. What's the name of the agency you work for? Partners Personnel. Okay. And the last four of your Social? 5039. And your first and last name? Tremain Reger. Okay, gotcha. Here, do you mind verifying your address and date of birth? Yeah. Uh, 5340 Memorial Lane. The one on my driver's license, right? Whatever would be the best mailing address for you. Okay, okay, yeah, that one. Okay. And then my date of birth is June 4th, 2002. Okay. So, I actually have 4030 Evening Shade Drive. Oh. Does that need to be updated? No, you can keep it like that. Okay. And then phone number 404-974-7302? Yes, ma'am. Okay. And email is r-e-g-e-r, regertray@gmail.com? Actually, can I change that? Sure. Okay. Uh, can you make it tremainereger04@gmail.com? All righty. Now, do you know what you're wanting to enroll into specifically? Uh, well, not specifically, but... No, no, not specifically. They just, they just said... Well, really, I mean, it... Uh, what benefits are there? Because they didn't say anything- Um, they- ... they didn't say anything about the... Go ahead. Yeah, so there's a couple different medical plans to choose from. There's also things like, um, dental, vision, short-term disability. Yeah, dental. Yeah. Dental, I'm, um, really looking for dental right now. Okay. So is it just- Dental, dental. ... the dental insurance that you're wanting? Well, both medical, I mean, health insurance. Okay. So here's- And insurance, yeah. ... what I'm gonna do, because like I said, there's multiple medical plans to choose from. I'm gonna send you some- Right. ... more information to your email, which will go over all- Okay. ... the plans being offered, um, what they cover and how much they cost, so you can look over that. Right. Right. Um, it looks like you have until the 5th of February to get enrolled, and once you know specifically what you want to enroll into, you can call us back from there. Right, gotcha. Thank you. You're welcome. Was there anything else you might need help with? Um, not right now. Okay. I will go ahead and get that sent to your email, and you have a wonderful day. All right. You too. Thank you. Thank you. Bye-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 Centric Card. How can I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Hi, how can I help?

Speaker speaker_2: Uh-huh, this is the number for the benefits?

Speaker speaker_1: Yes, this is Benefits Centric Card.

Speaker speaker_2: Yeah. They said, they said this is like... uh, it was, it was ending? The, uh... They said I had 30 days to, to sign up for it.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 5039.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Tremain Reger.

Speaker speaker_1: Okay, gotcha. Here, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. Uh, 5340 Memorial Lane. The one on my driver's license, right?

Speaker speaker_1: Whatever would be the best mailing address for you.

Speaker speaker_2: Okay, okay, yeah, that one.

Speaker speaker_1: Okay.

Speaker speaker_2: And then my date of birth is June 4th, 2002.

Speaker speaker_1: Okay. So, I actually have 4030 Evening Shade Drive.

Speaker speaker_2: Oh.

Speaker speaker_1: Does that need to be updated?

Speaker speaker_2: No, you can keep it like that.

Speaker speaker_1: Okay. And then phone number 404-974-7302?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And email is r-e-g-e-r, regertray@gmail.com?

Speaker speaker_2: Actually, can I change that?

Speaker speaker_1: Sure.

Speaker speaker_2: Okay. Uh, can you make it tremainereger04@gmail.com?

Speaker speaker_1: All righty. Now, do you know what you're wanting to enroll into specifically?

Speaker speaker_2: Uh, well, not specifically, but... No, no, not specifically. They just, they just said... Well, really, I mean, it... Uh, what benefits are there? Because they didn't say anything-

Speaker speaker_1: Um, they-

Speaker speaker_2: ... they didn't say anything about the... Go ahead.

Speaker speaker_1: Yeah, so there's a couple different medical plans to choose from. There's also things like, um, dental, vision, short-term disability.

Speaker speaker_2: Yeah, dental. Yeah. Dental, I'm, um, really looking for dental right now.

Speaker speaker_1: Okay. So is it just-

Speaker speaker_2: Dental, dental.

Speaker speaker_1: ... the dental insurance that you're wanting?

Speaker speaker_2: Well, both medical, I mean, health insurance.

Speaker speaker_1: Okay. So here's-

Speaker speaker_2: And insurance, yeah.

Speaker speaker_1: ... what I'm gonna do, because like I said, there's multiple medical plans to choose from. I'm gonna send you some-

Speaker speaker_2: Right.

Speaker speaker_1: ... more information to your email, which will go over all-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the plans being offered, um, what they cover and how much they cost, so you can look over that.

Speaker speaker_2: Right. Right.

Speaker speaker_1: Um, it looks like you have until the 5th of February to get enrolled, and once you know specifically what you want to enroll into, you can call us back from there.

Speaker speaker_2: Right, gotcha. Thank you.

Speaker speaker_1: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: Um, not right now.

Speaker speaker_1: Okay. I will go ahead and get that sent to your email, and you have a wonderful day.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.