

Transcript: VICTORIA

Taylor-5939203830398976-5327073213104128

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, good afternoon. This is Rosa Buchanan. Uh, I'm, I'm prou- an employee, uh, from stopping DTC, so they give me a number to call for, uh, to check for the insurance. And what was the name of the agency you worked through? Uh, uh, DTC. D- D-T-C? Yeah. Uh, from - And the last four... Sorry about that. The last four of your social? Uh, my social? Uh- Just the last- ... one-seven-seven-seven. Hello? Hello. Hi. Uh, I'm here. Yes, ma'am. I just need the last four digits of your social. Uh, one-seven-seven-seven. Your first and last name again? Uh, Rosa Buchanan. All right. Uh, do you mind verifying your address and date of birth? Uh, October 18th, 1977, uh, 3107 Victory Way, Falls City, Nebraska, 68355. Phone number is 636-233-2102? Right. And then email is RB_bytes26@yahoo.com? Correct. Okay. Um, and how can I help you today? Uh, I would like to check, uh, how much it costs, the health insurance. So, it really just depends on the plan that you're interested in. Um, but I'm seeing here that you're actually outside of your personal open enrollment period as well as the company's open enrollment period. So, we wouldn't be able to get you enrolled at this point. Oh, okay. So when is the enrollment? Um, let me double check. So, it looks like it will start the 23rd of December and ends around February on the 14th. Oh. So, mm, how much it cost- You'll have to qualify. ... for the weekly? Yeah, I get weekly pay in the company. Yeah, so you would pay for the benefits weekly, but it depends on the plan that you're interested in. Uh, can you email me for, to go through the, about the insurance? Sure, I can email you more information. Okay. All right. So- Was there anything else you might need help with? No, that's all. Thank you. Just, just email me the information. Will do. All right, thank you. You have a wonderful day. You too. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Oh, good afternoon. This is Rosa Buchanan. Uh, I'm, I'm prou- an employee, uh, from stopping DTC, so they give me a number to call for, uh, to check for the insurance.

Speaker speaker_1: And what was the name of the agency you worked through?

Speaker speaker_2: Uh, uh, DTC. D-

Speaker speaker_1: D-T-C?

Speaker speaker_2: Yeah. Uh, from -

Speaker speaker_1: And the last four... Sorry about that. The last four of your social?

Speaker speaker_2: Uh, my social? Uh-

Speaker speaker_1: Just the last-

Speaker speaker_2: ... one-seven-seven-seven.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Hi. Uh, I'm here.

Speaker speaker_1: Yes, ma'am. I just need the last four digits of your social.

Speaker speaker_2: Uh, one-seven-seven-seven.

Speaker speaker_1: Your first and last name again?

Speaker speaker_2: Uh, Rosa Buchanan.

Speaker speaker_1: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, October 18th, 1977, uh, 3107 Victory Way, Falls City, Nebraska, 68355.

Speaker speaker_1: Phone number is 636-233-2102?

Speaker speaker_2: Right.

Speaker speaker_1: And then email is RB_bytes26@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, and how can I help you today?

Speaker speaker_2: Uh, I would like to check, uh, how much it costs, the health insurance.

Speaker speaker_1: So, it really just depends on the plan that you're interested in. Um, but I'm seeing here that you're actually outside of your personal open enrollment period as well as the company's open enrollment period. So, we wouldn't be able to get you enrolled at this point.

Speaker speaker_2: Oh, okay. So when is the enrollment?

Speaker speaker_1: Um, let me double check. So, it looks like it will start the 23rd of December and ends around February on the 14th.

Speaker speaker_2: Oh. So, mm, how much it cost-

Speaker speaker_1: You'll have to qualify.

Speaker speaker_2: ... for the weekly? Yeah, I get weekly pay in the company.

Speaker speaker_1: Yeah, so you would pay for the benefits weekly, but it depends on the plan that you're interested in.

Speaker speaker_2: Uh, can you email me for, to go through the, about the insurance?

Speaker speaker_1: Sure, I can email you more information.

Speaker speaker_2: Okay. All right. So-

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: No, that's all. Thank you. Just, just email me the information.

Speaker speaker_1: Will do.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.