

## Transcript: VICTORIA

**Taylor-5946621805772800-5047780646633472**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Lisa Jameson and, um, I recently, um, began working as a contractor for Trade at Circle and, um, it is enrollment time, and I wonder if you could please help me understand the baseline of, uh, what I believe is the BIC, uh, coverage, please. Okay. Um, do you have the benefits guide for your employer? Uh, d- I'm sorry, uh, do I have the benefits what for my employer? The benefits guide, like the, the, it's either, it would either be like a PDF or a pamphlet that goes over all the, the benefits being offered. Um, well, I don't have a benefits... They did send an email with, um, how to enroll. Oh, you can... I'm sorry. It's here at the top. You can find the benefits we offer and rates. I'm sorry. That is, um, a link to a brochure. So yeah, I was calling, I wanted to understand the, um, different amounts, the different rates and everything. So I should be able to find that in this brochure, right? Yeah. So it'll go over, um, 'cause there's a couple different medical plans that you can choose from. So it'll lay out all the medical plans, what they cover and how much they cost. Okay. Um, and then it also goes over like the additional add-ons, like dental and vision. Mm-hmm. Okay. This is, yeah, this is exactly what I was, um, looking for. Um, sorry to have bothered you. Thank you so much for your guidance. No worries. Um, if you have any other questions, just give us a call back. Okay. I sure will. Thank you. Thank you. Mm-hmm. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. My name is Lisa Jameson and, um, I recently, um, began working as a contractor for Trade at Circle and, um, it is enrollment time, and I wonder if you could please help me understand the baseline of, uh, what I believe is the BIC, uh, coverage, please.

Speaker speaker\_0: Okay. Um, do you have the benefits guide for your employer?

Speaker speaker\_1: Uh, d- I'm sorry, uh, do I have the benefits what for my employer?

Speaker speaker\_0: The benefits guide, like the, the, it's either, it would either be like a PDF or a pamphlet that goes over all the, the benefits being offered.

Speaker speaker\_1: Um, well, I don't have a benefits... They did send an email with, um, how to enroll. Oh, you can... I'm sorry. It's here at the top. You can find the benefits we offer and

rates. I'm sorry. That is, um, a link to a brochure. So yeah, I was calling, I wanted to understand the, um, different amounts, the different rates and everything. So I should be able to find that in this brochure, right?

Speaker speaker\_0: Yeah. So it'll go over, um, 'cause there's a couple different medical plans that you can choose from. So it'll lay out all the medical plans, what they cover and how much they cost.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then it also goes over like the additional add-ons, like dental and vision.

Speaker speaker\_1: Mm-hmm. Okay. This is, yeah, this is exactly what I was, um, looking for. Um, sorry to have bothered you. Thank you so much for your guidance.

Speaker speaker\_0: No worries. Um, if you have any other questions, just give us a call back.

Speaker speaker\_1: Okay. I sure will. Thank you.

Speaker speaker\_0: Thank you. Mm-hmm. Bye-bye.

Speaker speaker\_1: Bye-bye.