

Transcript: VICTORIA

Taylor-5954086159171584-5646295766843392

Full Transcript

Thank you for calling Benefits Center Corps. This is Victoria. How can I help you? I, uh, I was calling in regards of, uh, in regards of my, uh, ... in my benefits. Okay. What's the name of the agency you work for? MAU. All right. And the last four of your Social? Uh, 1368. I'm sorry, can you repeat that? 1368. 1368? Yeah. Yes, ma'am. And your first and last name? Tyler Kelsey. Okay. Is your last name Kelsey? Yes. What is your first name? Tyler. Tyler? Okay. Let's see. For some reason I have two different files for you. What is your... Do you mind verifying your address and date of birth? Uh, 11/07/1997. 738 North 3/4th- Do you hear me? 738 North 3/4th Street, Greenwood, Georgia. Okay. Phone number is 762-308-2105. 2105. Yes, ma'am. And then email is gonna be last... or I'm sorry, first name, last name, 69 at gmail.com. Yes, ma'am. Okay, give me just a few seconds. Okay. And are you wanting to cancel everything that you're ... you're going through? Yes, yes, yes, ma'am. And what am I... Uh, how much, how much is it like? How much does it cost? What is the cost for me, like that I'm paying now out of my pay check? Like, what is the cost I'm paying for ... paying? You're paying \$21.66 a week. That's... So, what health insurance do I have? You have the MEC medical plan, the group accident, dental, critical illness, term life and the ID experts for employee only. Okay, and that's for \$21? Yes. It comes out to \$21.66 a week. Uh, well, it's good for me. Okay. So you're no longer wanting to cancel? No. And when will my, uh, benefits be available for me to use it? So, it looks like it just became... the coverage just became active this week. So you should be receiving- Ah, my cover-... Ah. So, what do I need to do? Mail or? Yes, sir. I was just about to explain that to you. So, your coverage just became active this week. It typically takes about seven to 10 business days to get the ID card. All right. Thank you. You're welcome. Do you need help with anything else? No, ma'am. Okay. You have a wonderful day. All right. You too. Thank you. Bye-bye. Oh. Hello? Yes. Hello? Yes. Can you hear me? Ah, yes, ma'am. Oh, yeah. I thought you were one of those... that's all. No, sir. I'm sorry. There's a lot of background noise going on. Did you need help with anything else? Uh, no, ma'am. I'm at work. I'm just calling you to ask that. Thank you for everything. You're welcome. You have a good day. Okay. Do you need me to disconnect the call, sir? Oh, yes, ma'am.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Corps. This is Victoria. How can I help you?

Speaker speaker_1: I, uh, I was calling in regards of, uh, in regards of my, uh, ... in my benefits.

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

Speaker speaker_1: MAU.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: Uh, 1368.

Speaker speaker_0: I'm sorry, can you repeat that?

Speaker speaker_1: 1368.

Speaker speaker_0: 1368?

Speaker speaker_1: Yeah. Yes, ma'am.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tyler Kelsey.

Speaker speaker_0: Okay. Is your last name Kelsey?

Speaker speaker_1: Yes.

Speaker speaker_0: What is your first name?

Speaker speaker_1: Tyler.

Speaker speaker_0: Tyler? Okay. Let's see. For some reason I have two different files for you. What is your... Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 11/07/1997. 738 North 3/4th-

Speaker speaker_0: Do you hear me?

Speaker speaker_1: 738 North 3/4th Street, Greenwood, Georgia.

Speaker speaker_0: Okay. Phone number is 762-308-2105.

Speaker speaker_1: 2105. Yes, ma'am.

Speaker speaker_0: And then email is gonna be last... or I'm sorry, first name, last name, 69 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, give me just a few seconds. Okay. And are you wanting to cancel everything that you're ... you're going through?

Speaker speaker_1: Yes, yes, yes, ma'am. And what am I... Uh, how much, how much is it like? How much does it cost? What is the cost for me, like that I'm paying now out of my pay check? Like, what is the cost I'm paying for ... paying?

Speaker speaker_0: You're paying \$21.66 a week.

Speaker speaker_1: That's... So, what health insurance do I have?

Speaker speaker_0: You have the MEC medical plan, the group accident, dental, critical illness, term life and the ID experts for employee only.

Speaker speaker_1: Okay, and that's for \$21?

Speaker speaker_0: Yes. It comes out to \$21.66 a week.

Speaker speaker_1: Uh, well, it's good for me.

Speaker speaker_0: Okay. So you're no longer wanting to cancel?

Speaker speaker_1: No. And when will my, uh, benefits be available for me to use it?

Speaker speaker_0: So, it looks like it just became... the coverage just became active this week. So you should be receiving-

Speaker speaker_1: Ah, my cover-... Ah. So, what do I need to do? Mail or?

Speaker speaker_0: Yes, sir. I was just about to explain that to you. So, your coverage just became active this week. It typically takes about seven to 10 business days to get the ID card.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Oh. Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes. Can you hear me?

Speaker speaker_1: Ah, yes, ma'am. Oh, yeah. I thought you were one of those... that's all.

Speaker speaker_0: No, sir. I'm sorry. There's a lot of background noise going on. Did you need help with anything else?

Speaker speaker_1: Uh, no, ma'am. I'm at work. I'm just calling you to ask that. Thank you for everything.

Speaker speaker_0: You're welcome. You have a good day. Okay. Do you need me to disconnect the call, sir?

Speaker speaker_1: Oh, yes, ma'am.