

## **Transcript: VICTORIA**

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### **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? Yeah, hi. I'm just trying to get some prices on your, uh, your insurance plans. I, I'm new with Hamilton/Riker and they gave me your number. Okay. So- Um, do you have- Ah, yes. Yeah. Carry on, sorry. Do you have a copy of the benefits guide? Uh, no. No, I do not. Okay. Um, I can email that to you. It goes over, like, all of the, uh, plans, what they cover and how much they cost. Yeah, that'll be great. Okay. And you said it's Hamilton/Riker Group that you're with? Yes. All right Give me one second. Sure. And you're a, uh, a new hire with them? Yes. Okay. What would be a good email address to send that to? Okay. Is that J-T-I-T-U-S-3-1 at Gmail? So J as in Jack, T as in Tom, I, T as in Tom, U-S-3-1 at gmail.com? Correct, yes, you got it. All righty. Um, so I know they typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in, uh, just give us a call back and we can get you enrolled from there. Uh, sounds great. Yes. Thank you. Yes, sir. Did you need help with anything else? No, no, uh, I'm sure everything I need's on that email. All righty. You have a wonderful day. Mm-hmm. All right, thank you. Bye-bye. 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: Yeah, hi. I'm just trying to get some prices on your, uh, your insurance plans. I, I'm new with Hamilton/Riker and they gave me your number.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So-

Speaker speaker\_1: Um, do you have-

Speaker speaker\_2: Ah, yes. Yeah. Carry on, sorry.

Speaker speaker\_1: Do you have a copy of the benefits guide?

Speaker speaker\_2: Uh, no. No, I do not.

Speaker speaker\_1: Okay. Um, I can email that to you. It goes over, like, all of the, uh, plans, what they cover and how much they cost.

Speaker speaker\_2: Yeah, that'll be great.

Speaker speaker\_1: Okay. And you said it's Hamilton/Riker Group that you're with?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right Give me one second.

Speaker speaker\_2: Sure.

Speaker speaker\_1: And you're a, uh, a new hire with them?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What would be a good email address to send that to?

Speaker speaker\_2: Okay. Is that J-T-I-T-U-S-3-1 at Gmail?

Speaker speaker\_1: So J as in Jack, T as in Tom, I, T as in Tom, U-S-3-1 at gmail.com?

Speaker speaker\_2: Correct, yes, you got it.

Speaker speaker\_1: All righty. Um, so I know they typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in, uh, just give us a call back and we can get you enrolled from there.

Speaker speaker\_2: Uh, sounds great. Yes. Thank you.

Speaker speaker\_1: Yes, sir. Did you need help with anything else?

Speaker speaker\_2: No, no, uh, I'm sure everything I need's on that email.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: Mm-hmm. All right, thank you. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.