

## Transcript: VICTORIA

Taylor-6115376521461760-6196317998727168

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, good afternoon. I, I was just calling because I got a text, um, regarding the benefits for, uh, for, for the enrollment for benefits and I just wanted the op- I just wanted the information to see how that works, so what, what benefits do you guys, uh, provide? Okay. Uh, what's the name of the agency you work for? I work with, uh, Superior Skilled Trades. Okay. Um, so it's basically, I mean, there's a few different things that you can enroll into. Um, there is medical of course. There's a few different plans to choose from. Um, I'm trying to pull it up, give me one second. All right. Yeah, so there's a few different medical plans, but there's also things like dental, vision, short-term disability, critical illness, a 24-hour group accident policy, term life and behavioral health. Um, as far as, like, the medical plans being offered, it looks like there's gonna be three different plans to choose from. Do you have a- Three? I'm sorry, go ahead. Oh, no, uh, I was just repeating the three different plans you said, uh, that, that they're offering? Yeah, specifically for medical. Um, do you have a copy of the benefits guide? I can... If not, I can send it to you. It basically goes over everything being offered, what they, what each plan covers and how much they cost. Uh, no, I don't actually. I don't have that. Okay. I can send it to you by email. Uh, what would be a good email to send it to? Okay. It is, uh, E-A-N-T-U-J-F 45 at Gmail. Okay. Let me just make sure I got that right. So E-A, N as in Nancy, T-U, and then J- No. Okay. It's, uh, C as in cat, A as in apple, N as in, um, now? C as in... Oh my God, it's harder than I thought. It's C, C as in cat, A as in apple, N as in now, T as in tree, U-J-F 45. Okay. So I have C-A-N-T-U-J... And then is it F as in Frank or S as in Sam? F as in Frank. Okay. And then 45 at gmail.com? Yes, that's correct. Okay. All right, so I'm sending that to you there. And then, um, are you a new hire with them? Uh, no, it's actually, I'm about to go to a year with them already. Okay. Um, okay. So the good thing is, is that your employer is actually in an open enrollment period up until the end of, let's see... So it looks like basically the end of May. So by May 30th, that's when, that's the last day of the open enrollment period for the company, so basically you have until the 30th of May to get enrolled. Oh, okay. Mm-hmm. And then, um, so I sent the benefits guide to your email. If you see anything that you're interested in enrolling into from there, what you would do is you just call us back and we can get you enrolled over the phone. All righty, man. Well, I'm gonna go... I just got the email. I'm just waiting for it to download, um, but I'll go ahead and take a look over the email and then, uh, hopefully give you guys a call back soon. Okay, that's fine. Did you need help with anything else? Um, as of right now, that should be it for today. All righty. You have a wonderful night. Thank you. Likewise. Take care. 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: Uh, yes, good afternoon. I, I was just calling because I got a text, um, regarding the benefits for, uh, for, for the enrollment for benefits and I just wanted the op- I just wanted the information to see how that works, so what, what benefits do you guys, uh, provide?

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: I work with, uh, Superior Skilled Trades.

Speaker speaker\_0: Okay. Um, so it's basically, I mean, there's a few different things that you can enroll into. Um, there is medical of course. There's a few different plans to choose from. Um, I'm trying to pull it up, give me one second.

Speaker speaker\_1: All right.

Speaker speaker\_0: Yeah, so there's a few different medical plans, but there's also things like dental, vision, short-term disability, critical illness, a 24-hour group accident policy, term life and behavioral health. Um, as far as, like, the medical plans being offered, it looks like there's gonna be three different plans to choose from. Do you have a-

Speaker speaker\_1: Three?

Speaker speaker\_0: I'm sorry, go ahead.

Speaker speaker\_1: Oh, no, uh, I was just repeating the three different plans you said, uh, that, that they're offering?

Speaker speaker\_0: Yeah, specifically for medical. Um, do you have a copy of the benefits guide? I can... If not, I can send it to you. It basically goes over everything being offered, what they, what each plan covers and how much they cost.

Speaker speaker\_1: Uh, no, I don't actually. I don't have that.

Speaker speaker\_0: Okay. I can send it to you by email. Uh, what would be a good email to send it to?

Speaker speaker\_1: Okay. It is, uh, E-A-N-T-U-J-F 45 at Gmail.

Speaker speaker\_0: Okay. Let me just make sure I got that right. So E-A, N as in Nancy, T-U, and then J-

Speaker speaker\_1: No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It's, uh, C as in cat, A as in apple, N as in, um, now? C as in... Oh my God, it's harder than I thought. It's C, C as in cat, A as in apple, N as in now, T as in tree, U-J-F 45.

Speaker speaker\_0: Okay. So I have C-A-N-T-U-J... And then is it F as in Frank or S as in Sam?

Speaker speaker\_1: F as in Frank.

Speaker speaker\_0: Okay. And then 45 at gmail.com?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Okay. All right, so I'm sending that to you there. And then, um, are you a new hire with them?

Speaker speaker\_1: Uh, no, it's actually, I'm about to go to a year with them already.

Speaker speaker\_0: Okay. Um, okay. So the good thing is, is that your employer is actually in an open enrollment period up until the end of, let's see... So it looks like basically the end of May. So by May 30th, that's when, that's the last day of the open enrollment period for the company, so basically you have until the 30th of May to get enrolled.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Mm-hmm. And then, um, so I sent the benefits guide to your email. If you see anything that you're interested in enrolling into from there, what you would do is you just call us back and we can get you enrolled over the phone.

Speaker speaker\_1: All righty, man. Well, I'm gonna go... I just got the email. I'm just waiting for it to download, um, but I'll go ahead and take a look over the email and then, uh, hopefully give you guys a call back soon.

Speaker speaker\_0: Okay, that's fine. Did you need help with anything else?

Speaker speaker\_1: Um, as of right now, that should be it for today.

Speaker speaker\_0: All righty. You have a wonderful night.

Speaker speaker\_1: Thank you. Likewise.

Speaker speaker\_0: Take care. Bye-bye.

Speaker speaker\_1: Bye.