

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits On Demand, this is Victoria. How can I help you? Hi. I was calling because I'm an employee at Partners Personnel and I was calling to see if I could possibly enroll in benefits. Okay. What's the name of the agency? Or I'm sorry, you said Partners? Yeah, Partners Personnel. Okay. And the last four of your Social? It'll be 0335. Okay. And your first and last name? Derek Trimble. Do you mind verifying your address and date of birth? My date of birth is 01/08/2004 and my address is 7200 21st Street. And that's in Sacramento, California, 25822? Uh, it should be, yeah, 95822. Okay. And then phone number, 919-7601? You got it. And then email is gonna be last name, first name, uh, a@gmail.com? Perfect. Yeah. Okay. Let's see. So, it looks like you actually have until the 12th of March to get enrolled. Um, do you know specifically what you're wanting to enroll into? Um, I was looking to possibly enroll, do you guys offer, um, health and vision, possibly? Yes. Um, specifically for medical there is a couple of different plans to choose from. Do you know which one you're wanting? Uh, what are the two for health that you guys offer? So, we actually offer more than two. Um, it looks like we offer six different plans. Um, what I can do is- Mm-hmm. ... I can actually send a copy of the benefits guide to your email and it'll lay out all of the plans being offered, what they cover and how much they cost. Okay, yeah, if you could do that, that would be, that would be great. Okay. And then, once you know what you're wanting to enroll into, you would just call us back to enroll. And like I said, you have until the 12th of March to do so. Okay, yeah, perfect. Yeah, um, send me that and then, yeah, I'll give you guys a call back on which plan I choose and then, yeah, thank you so much. You're welcome. I will get that sent your way and I hope you have a wonderful day. You too. Thank you so much. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits On Demand, this is Victoria. How can I help you?

Speaker speaker\_1: Hi. I was calling because I'm an employee at Partners Personnel and I was calling to see if I could possibly enroll in benefits.

Speaker speaker\_0: Okay. What's the name of the agency? Or I'm sorry, you said Partners?

Speaker speaker\_1: Yeah, Partners Personnel.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: It'll be 0335.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Derek Trimble.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: My date of birth is 01/08/2004 and my address is 7200 21st Street.

Speaker speaker\_0: And that's in Sacramento, California, 25822?

Speaker speaker\_1: Uh, it should be, yeah, 95822.

Speaker speaker\_0: Okay. And then phone number, 919-7601?

Speaker speaker\_1: You got it.

Speaker speaker\_0: And then email is gonna be last name, first name, uh, a@gmail.com?

Speaker speaker\_1: Perfect. Yeah.

Speaker speaker\_0: Okay. Let's see. So, it looks like you actually have until the 12th of March to get enrolled. Um, do you know specifically what you're wanting to enroll into?

Speaker speaker\_1: Um, I was looking to possibly enroll, do you guys offer, um, health and vision, possibly?

Speaker speaker\_0: Yes. Um, specifically for medical there is a couple of different plans to choose from. Do you know which one you're wanting?

Speaker speaker\_1: Uh, what are the two for health that you guys offer?

Speaker speaker\_0: So, we actually offer more than two. Um, it looks like we offer six different plans. Um, what I can do is-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I can actually send a copy of the benefits guide to your email and it'll lay out all of the plans being offered, what they cover and how much they cost.

Speaker speaker\_1: Okay, yeah, if you could do that, that would be, that would be great.

Speaker speaker\_0: Okay. And then, once you know what you're wanting to enroll into, you would just call us back to enroll. And like I said, you have until the 12th of March to do so.

Speaker speaker\_1: Okay, yeah, perfect. Yeah, um, send me that and then, yeah, I'll give you guys a call back on which plan I choose and then, yeah, thank you so much.

Speaker speaker\_0: You're welcome. I will get that sent your way and I hope you have a wonderful day.

Speaker speaker\_1: You too. Thank you so much. Goodbye.