

Transcript: VICTORIA

Taylor-6225570696839168-5010348405473280

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. This is Leon Minor. Uh, I work for Morales, uh, Staffing Group, uh, Indianapolis, Indiana. Um, uh, I was told to call to -- for the benefits card. Okay. One- Before... *f* Go ahead. Are you wanting to get enrolled or are you already enrolled and just need your ID card? Um, I'm not enrolled, so yes, I guess I want to get enrolled. Okay. What is the last four of your social? 6297. All righty. And I'm sorry, your first and last name again? Leon Minor. All right. Do you mind verifying your address and date of birth? Uh, 2-28-1963, birthday. Uh, place, uh, address is 3513 Idlewood Terrace, Apartment A04, Indianapolis, Indiana, 46214. Okay. Phone number, 317-400-3788. 88, yes. And then email is last name, first name, 165@gmail.com. Yes. Okay. Um, do you know what exactly you're wanting to enroll into? I don't know what the benefits are. I don't... I don't know. Okay. And are you a team lead with them or just a regular employee? Regular employee. Okay. So what I can do is I can send a copy of the benefits guide to your email. Um, this guide will go over, like, all the plans being offered, what they cover and how much they cost. Um- Oh, you got benefits? I'm sorry? You mean, I would have to pay for benefits? Yes, sir. This is for the medical insurance that they offer. Ooh. Ooh. No, I already got insurance. I got medical insurance. Uh, through uh- Okay. Yeah, th- that's what this is. This is for medical insurance that's being offered through Morales. Ooh. No, I already got insurance. Yeah. I... Yeah, I got, uh, Medicaid, Medicare. Medicare, I think Medicare, Blue Cross Blue Shield, something like... Yeah. So like I said, it's just for medical insurance for anyone that's interested or might need the coverage, but if you have coverage elsewhere and you're not interested, then, uh, you can disregard- You- ... the message you may have received. Okay. Okay. Yes, sir. Yes, ma'am. Have a good day. Thank you. Yep. Thank you. Bye-bye. Yep, yep.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, Victoria. This is Leon Minor. Uh, I work for Morales, uh, Staffing Group, uh, Indianapolis, Indiana. Um, uh, I was told to call to -- for the benefits card.

Speaker speaker_0: Okay. One-

Speaker speaker_1: Before... *f* Go ahead.

Speaker speaker_0: Are you wanting to get enrolled or are you already enrolled and just need your ID card?

Speaker speaker_1: Um, I'm not enrolled, so yes, I guess I want to get enrolled.

Speaker speaker_0: Okay. What is the last four of your social?

Speaker speaker_1: 6297.

Speaker speaker_0: All righty. And I'm sorry, your first and last name again?

Speaker speaker_1: Leon Minor.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2-28-1963, birthday. Uh, place, uh, address is 3513 Idlewood Terrace, Apartment A04, Indianapolis, Indiana, 46214.

Speaker speaker_0: Okay. Phone number, 317-400-3788.

Speaker speaker_1: 88, yes.

Speaker speaker_0: And then email is last name, first name, 165@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, do you know what exactly you're wanting to enroll into?

Speaker speaker_1: I don't know what the benefits are. I don't... I don't know.

Speaker speaker_0: Okay. And are you a team lead with them or just a regular employee?

Speaker speaker_1: Regular employee.

Speaker speaker_0: Okay. So what I can do is I can send a copy of the benefits guide to your email. Um, this guide will go over, like, all the plans being offered, what they cover and how much they cost. Um-

Speaker speaker_1: Oh, you got benefits?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: You mean, I would have to pay for benefits?

Speaker speaker_0: Yes, sir. This is for the medical insurance that they offer.

Speaker speaker_1: Ooh. Ooh. No, I already got insurance. I got medical insurance. Uh, through uh-

Speaker speaker_0: Okay. Yeah, th- that's what this is. This is for medical insurance that's being offered through Morales.

Speaker speaker_1: Ooh. No, I already got insurance. Yeah. I... Yeah, I got, uh, Medicaid, Medicare. Medicare, I think Medicare, Blue Cross Blue Shield, something like...

Speaker speaker_0: Yeah. So like I said, it's just for medical insurance for anyone that's interested or might need the coverage, but if you have coverage elsewhere and you're not interested, then, uh, you can disregard-

Speaker speaker_1: You-

Speaker speaker_0: ... the message you may have received.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Thank you. Yep.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Yep, yep.