

Transcript: VICTORIA

Taylor-6272515787898880-5551605695037440

Full Transcript

Thank you for calling the Benefits on a Card. This is Victoria. How can I help you? Hi, I'm... I work with Priscilla and I wanna enroll with your guys' um, insurance. Okay. Is there a way to do that? And I wanna add my husband too. Can I- Okay. ... do that? What's the name of the, uh, the... You said Priscilla? Yes. Okay. And the last four of your Social? 0240. And your first and last name for me. Ashley Rivera. All right, do you mind verifying your address and date of birth? It's 4583 West McClellan Road, Glendale, Arizona. Um, and then my birthday, June 17th, 2000. Phone number is 623-258-8245? Yes. Email is gonna be ashleyrivera462@gmail.com. Yes. Okay. Um, what are you wanting to enroll into specifically? Um... Um, can you tell me the... the plans you guys have? Yeah, I can email it to you. Uh, just to let you know, it looks like your deadline is coming up soon. Uh, you have technically until the end of business day Wednesday, April 2nd to enroll. Oh, okay. 'Cause I tried to do it, um, online and it wouldn't let me. I kept trying to register... regis- register and it kept saying I had, uh, an account and I would try to sign in and nothing would work. Okay. Well, you can enroll with us over the phone. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. As long as you get it done by the end of day Wednesday, by 8:00 PM essentially, we should be able to get you enrolled over the phone. Okay. Okay, thank you. Mm-hmm. You're welcome. And I'm getting that, uh, the benefits guide sent to your email here. Was there anything else you money you helped with? No, that was it. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I'm... I work with Priscilla and I wanna enroll with your guys' um, insurance.

Speaker speaker_0: Okay.

Speaker speaker_1: Is there a way to do that? And I wanna add my husband too. Can I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... do that?

Speaker speaker_0: What's the name of the, uh, the... You said Priscilla?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 0240.

Speaker speaker_0: And your first and last name for me.

Speaker speaker_1: Ashley Rivera.

Speaker speaker_0: All right, do you mind verifying your address and date of birth?

Speaker speaker_1: It's 4583 West McClellan Road, Glendale, Arizona. Um, and then my birthday, June 17th, 2000.

Speaker speaker_0: Phone number is 623-258-8245?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is gonna be ashleyrivera462@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, what are you wanting to enroll into specifically?

Speaker speaker_1: Um... Um, can you tell me the... the plans you guys have?

Speaker speaker_0: Yeah, I can email it to you. Uh, just to let you know, it looks like your deadline is coming up soon. Uh, you have technically until the end of business day Wednesday, April 2nd to enroll.

Speaker speaker_1: Oh, okay. 'Cause I tried to do it, um, online and it wouldn't let me. I kept trying to register... regis- register and it kept saying I had, uh, an account and I would try to sign in and nothing would work.

Speaker speaker_0: Okay. Well, you can enroll with us over the phone. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. As long as you get it done by the end of day Wednesday, by 8:00 PM essentially, we should be able to get you enrolled over the phone.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Mm-hmm. You're welcome. And I'm getting that, uh, the benefits guide sent to your email here. Was there anything else you money you helped with?

Speaker speaker_1: No, that was it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.