

Transcript: VICTORIA

Taylor-6287906999418880-5091987247382528

Full Transcript

Thank you for calling Benefits Monitor. I'm sorry, this is state four AM. How can I help you? Yes, I work at Scotts. I'm just calling about all the benefits there. I don't know. I'm sorry, what's the name of the agency you work for? I work for Personal Partners. And the last four of your Social? 1-2-3-... 5? Yeah, that's what it is. 2-2-3-5? Yep. Okay. And your first and last name? Eric McCoy. Okay. Do you mind verifying your address and date of birth? Birthday is 10-4-0-5 and I stay at 1031 Avenue S, Fort Madison, Iowa. Phone number 319-669-2772? Yep. And then email's emccoy12005 at Gmail? Yep. Okay. So this is for the medical insurance that they offer. Are you wanting to enroll? Uh, I was just calling because I actually... Sorry, I have a exotic bird in the other room, since he runs this place. Well, I was just calling on behalf 'cause I didn't know really what it was. Okay. So I was gonna ask- Gotcha. Um. ... if someone could explain that. Yeah, so like I said, it's just for medical insurance. There's a few different medical plans being offered but there's also, um, additional add-ons like dental and vision. Um, they typically give you 30 days from the date of your first check to get enrolled, so it looks like for you specifically, you have until the 5th of March to get enrolled. Um, and I can send you some more information to your email about the different plans, um, so you can go over that, and then if you see anything that you're interested in enrolling into, you can just call us back from there. Oh, that will work perfectly. Okay. Do you have any other questions for me in the meantime? No, ma'am. Okay. Uh, we'll go ahead and send more information to your email and I hope you have a wonderful day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Monitor. I'm sorry, this is state four AM. How can I help you?

Speaker speaker_1: Yes, I work at Scotts. I'm just calling about all the benefits there. I don't know.

Speaker speaker_0: I'm sorry, what's the name of the agency you work for?

Speaker speaker_1: I work for Personal Partners.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1-2-3-... 5? Yeah, that's what it is.

Speaker speaker_0: 2-2-3-5?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Eric McCoy.

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

Speaker speaker_1: Birthday is 10-4-0-5 and I stay at 1031 Avenue S, Fort Madison, Iowa.

Speaker speaker_0: Phone number 319-669-2772?

Speaker speaker_1: Yep.

Speaker speaker_0: And then email's emccoy12005 at Gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So this is for the medical insurance that they offer. Are you wanting to enroll?

Speaker speaker_1: Uh, I was just calling because I actually... Sorry, I have a exotic bird in the other room, since he runs this place. Well, I was just calling on behalf 'cause I didn't know really what it was.

Speaker speaker_0: Okay.

Speaker speaker_1: So I was gonna ask-

Speaker speaker_0: Gotcha. Um.

Speaker speaker_1: ... if someone could explain that.

Speaker speaker_0: Yeah, so like I said, it's just for medical insurance. There's a few different medical plans being offered but there's also, um, additional add-ons like dental and vision. Um, they typically give you 30 days from the date of your first check to get enrolled, so it looks like for you specifically, you have until the 5th of March to get enrolled. Um, and I can send you some more information to your email about the different plans, um, so you can go over that, and then if you see anything that you're interested in enrolling into, you can just call us back from there.

Speaker speaker_1: Oh, that will work perfectly.

Speaker speaker_0: Okay. Do you have any other questions for me in the meantime?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. Uh, we'll go ahead and send more information to your email and I hope you have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.