

Transcript: VICTORIA

Taylor-6303119122153472-6564081871929344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for Unaccustomed. This is Victoria. How can I help you? Hi. I'm just calling 'cause I keep getting a message that's reminding me to enroll in benefits. Okay. Um, are you wanting to enroll? Yeah. Okay. What's the name of the agency you work for? Partner's Personal. And the last four of your Social? 0986. And your first and last name? Kylie Barajas. Okay. Uh, do you mind verifying your address and date of birth? 1504 ECO Avenue, Apartment B. And July 30th, 2004. And then phone number 559-709-6713. Yes. And email is lastname.firstname@youswell.com. That's correct. Okay. Uh, do you know specifically what you want to enroll into? Um... What do you guys have to offer? Uh, so there is multiple medical plans to choose from. Uh, there's also things like, um, dental, vision, uh, short-term disability, critical illness, group accidents, uh, term life, behavioral health and the IDX Social Plus. Um, what falls under behavioral health? Like, what does that cover? So, the behavioral health is gonna be virtual. Um, so it's just like talk therapy and counseling online. Oh, I see. Uh... And you said, what was the last one? Sorry. Um, the IDX Social Plus, which is just like a, um, anti-fraud policy to help protect your information online. Oh, interesting. Okay. Um, I think I'm probably gonna be interested in the behavioral one, and... um, like a health and dental, maybe. Okay. Um, so like I said, there's a couple different medical plans to choose from. What I can do is I can email you the benefits guide that goes over all the plans. Mm-hmm. Um, it'll talk about what they cover and how much they cost as well. So you can look over that, and then once you make a decision you can call us back to enroll. Okay. Um, it looks like you have until the 8th of January to do so, so you do have some time. Okay, cool. And I- I will go ahead and send this information to your email. All right. Sounds good. Thank you. You're welcome. Was there anything else you might need help with? I think that was pretty much it. Okay. You have a wonderful day. You too. B- bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits for Unaccustomed. This is Victoria. How can I help you?

Speaker speaker_2: Hi. I'm just calling 'cause I keep getting a message that's reminding me to enroll in benefits.

Speaker speaker_1: Okay. Um, are you wanting to enroll?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Partner's Personal.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0986.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Kylie Barajas.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 1504 ECO Avenue, Apartment B. And July 30th, 2004.

Speaker speaker_1: And then phone number 559-709-6713.

Speaker speaker_2: Yes.

Speaker speaker_1: And email is lastname.firstname@youswell.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Uh, do you know specifically what you want to enroll into?

Speaker speaker_2: Um... What do you guys have to offer?

Speaker speaker_1: Uh, so there is multiple medical plans to choose from. Uh, there's also things like, um, dental, vision, uh, short-term disability, critical illness, group accidents, uh, term life, behavioral health and the IDX Social Plus.

Speaker speaker_2: Um, what falls under behavioral health? Like, what does that cover?

Speaker speaker_1: So, the behavioral health is gonna be virtual. Um, so it's just like talk therapy and counseling online.

Speaker speaker_2: Oh, I see. Uh... And you said, what was the last one? Sorry.

Speaker speaker_1: Um, the IDX Social Plus, which is just like a, um, anti-fraud policy to help protect your information online.

Speaker speaker_2: Oh, interesting. Okay. Um, I think I'm probably gonna be interested in the behavioral one, and... um, like a health and dental, maybe.

Speaker speaker_1: Okay. Um, so like I said, there's a couple different medical plans to choose from. What I can do is I can email you the benefits guide that goes over all the plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, it'll talk about what they cover and how much they cost as well. So you can look over that, and then once you make a decision you can call us back to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it looks like you have until the 8th of January to do so, so you do have some time.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: And I- I will go ahead and send this information to your email.

Speaker speaker_2: All right. Sounds good. Thank you.

Speaker speaker_1: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: I think that was pretty much it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too. B- bye.

Speaker speaker_1: Bye-bye.