

Transcript: VICTORIA

Taylor-6342923673583616-5903959292559360

Full Transcript

Thank you for holding. This is Victoria. How can I help you? Hi, uh, Victoria. My name's Terry Hassle and we had, we got disconnected. Are you still here? Yes, I'm sorry. The, I'm not sure what's going on with that. I had another member that got disconnected too. Uh, but I was just about to give you a call back. So I was able to send you your, a few of your ID cards. So I was able to send your hospital indemnity ID card and then the dental as well. Uh-huh, okay. I'm just waiting on the ID card for your vision and your preventative medical. Okay. So I will have to follow up with you on the last ID card. Okay, thank you. So I don't have to change nothing. I don't wanna change. I want everything the same. What about like, uh, do they have like for my beneficiary for my life insurance on there? Um, I can check. Let's see. Looks like I have your spouse. Uh-huh. As the beneficiary. Yes, ma'am. Nicole Hansen? Yes, perfect. Okay. Yep, she is still the beneficiary and then also in the email that I just sent to you- Mm-hmm. ... I highlighted everything that you're enrolled into. Mm-hmm. And then, um, I also included a copy of the benefits guide for your employer. Now the benefits guide- Okay. ... goes over all of the plans that they're now offering, but I- Mm-hmm. ... just put in the body of the email the specific plans you're enrolled into so you know what to look for in that guide. Okay. Do y'all have the 401? Or y'all don't have the 401, huh? That, that's a good question. We actually don't handle 401. That would be someone on your payroll department or HR, I would believe. HR, yes, ma'am. Yes, I will check that. Mm-hmm. Okay then, thank you very much. You're welcome. Was there anything else you might need help with? No, that'll be it. Thank you. Have a good day. Yes, sir. Bye. And then as soon as I get access to the rest of your cards, I'm gonna send them to your email and give you a call back, okay? Okay, thank you very much. Yeah. Thank you. You're welcome. You have a wonderful day. All right.

Conversation Format

Speaker speaker_0: Thank you for holding. This is Victoria. How can I help you?

Speaker speaker_1: Hi, uh, Victoria. My name's Terry

Speaker speaker_2: Hassle and we had, we got disconnected. Are you still here?

Speaker speaker_0: Yes, I'm sorry. The, I'm not sure what's going on with that. I had another member that got disconnected too. Uh, but I was just about to give you a call back. So I was able to send you your, a few of your ID cards. So I was able to send your hospital indemnity ID card and then the dental as well.

Speaker speaker_1: Uh-huh, okay.

Speaker speaker_0: I'm just waiting on the ID card for your vision and your preventative medical.

Speaker speaker_1: Okay.

Speaker speaker_0: So I will have to follow up with you on the last ID card.

Speaker speaker_1: Okay, thank you. So I don't have to change nothing. I don't wanna change. I want everything the same. What about like, uh, do they have like for my beneficiary for my life insurance on there?

Speaker speaker_0: Um, I can check. Let's see. Looks like I have your spouse.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: As the beneficiary.

Speaker speaker_1: Yes, ma'am. Nicole Hansen?

Speaker speaker_0: Yes, perfect.

Speaker speaker_1: Okay.

Speaker speaker_0: Yep, she is still the beneficiary and then also in the email that I just sent to you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I highlighted everything that you're enrolled into.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, um, I also included a copy of the benefits guide for your employer. Now the benefits guide-

Speaker speaker_1: Okay.

Speaker speaker_0: ... goes over all of the plans that they're now offering, but I-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just put in the body of the email the specific plans you're enrolled into so you know what to look for in that guide.

Speaker speaker_1: Okay. Do y'all have the 401? Or y'all don't have the 401, huh?

Speaker speaker_0: That, that's a good question. We actually don't handle 401. That would be someone on your payroll department or HR, I would believe.

Speaker speaker_1: HR, yes, ma'am. Yes, I will check that.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay then, thank you very much.

Speaker speaker_0: You're welcome. Was there anything else you might need help with?

Speaker speaker_1: No, that'll be it. Thank you. Have a good day.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Bye.

Speaker speaker_0: And then as soon as I get access to the rest of your cards, I'm gonna send them to your email and give you a call back, okay?

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right.