

## Transcript: VICTORIA

**Taylor-6553816996036608-6681512245772288**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Excuse me. Hi, Miss Victoria. Um, this is Will again, Will Dosset. Um, I got your message about, uh, um, you know, about it all. Uh, I contacted my, uh, employer. They said to, um, uh, go through the, the onboarding company, Partners Personnel. Um, and, uh, they didn't really have an answer about the pricing. Um, but they, they just told me to, uh, talk to you again about it. Um, but, so I, I think, you know, I, I figure th- the price that you gave me is probably accurate enough, right? Yeah. I mean, uh, typically, uh, if I believe rememb- uh, if I cor- remember correctly, you're the one that, um, wants the minimum value plan. Yeah. Okay. Yeah. It's just we typically don't give out pricing for that plan because it's, it's someone in corporate, I believe, that handles the pricing. Um, but we were given a, uh, like a spreadsheet with information on the pricing. Um, and assuming that is the most up-to-date information about the pricing, then it sh- it should be correct. Uh, that's why I was just saying to reach out to your employer to verify because, you know, typically, um, you know, someone in corporate handles that. Okay. Well, I did... Like I said, I reached out to Partners Personnel. Mm-hmm. And they just, you know... You told me to reach out to them, and they just told me to reach out to you. Uh, so they, they... I don't think they were able to give me, uh, an up- a assured up-to-date, um, pricing info. So- Okay. Yeah. I mean, like- ... all right. ... I said, assuming that that information that we have is up to date and correct, uh, that's the information that we have. Um, so are you wanting to enroll into that plan or... Yeah. Okay. Yeah. I think we'll just- Um, let me- ... we'll just go with it. Okay. Let me pull up your file again. Remind me of the name of the staffing agency you're with. Partners Personnel. Okay. And you said first name's William, last name is Dosset? Mm-hmm. Okay. All righty. Uh, what's the last four of your Social? 0635. And then if you'll just verify your address and date of birth. Yep. My address is 107 Mandon Court, and my date of birth is September 21st, 2000. Phone number 540-419-3221? Yep. As well, C-L-A-X-X-S-O-N@gmail.com. Yep. Okay. All righty. So I will go ahead and let them know that you would like to proceed with the enrollment. Um, just to reiterate, let me pull back up when it should become active. Give me one second. Okay. So it looks like the coverage will be effective the first of April. Okay. All righty. Well, I will go ahead and let them know to get the enrollment process started, and then was there anything else that you might need help with? Uh, I don't think so. Is that it? Yes. That's pretty much it on my end. I'm just gonna send this response and let them know that for sure you are wanting to proceed with the enrollment, and then we're good to go from there. Okay. Sounds good. All right. Well, you have a wonderful day. Oh, yeah. Thank you. You too. Thank you. Bye-bye. All right. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. Excuse me. Hi, Miss Victoria. Um, this is Will again, Will Dosset. Um, I got your message about, uh, um, you know, about it all. Uh, I contacted my, uh, employer. They said to, um, uh, go through the, the onboarding company, Partners Personnel. Um, and, uh, they didn't really have an answer about the pricing. Um, but they, they just told me to, uh, talk to you again about it. Um, but, so I, I think, you know, I, I figure th- the price that you gave me is probably accurate enough, right?

Speaker speaker\_0: Yeah. I mean, uh, typically, uh, if I believe rememb- uh, if I cor- remember correctly, you're the one that, um, wants the minimum value plan.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yeah. It's just we typically don't give out pricing for that plan because it's, it's someone in corporate, I believe, that handles the pricing. Um, but we were given a, uh, like a spreadsheet with information on the pricing. Um, and assuming that is the most up-to-date information about the pricing, then it sh- it should be correct. Uh, that's why I was just saying to reach out to your employer to verify because, you know, typically, um, you know, someone in corporate handles that.

Speaker speaker\_1: Okay. Well, I did... Like I said, I reached out to Partners Personnel.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And they just, you know... You told me to reach out to them, and they just told me to reach out to you. Uh, so they, they... I don't think they were able to give me, uh, an up- a assured up-to-date, um, pricing info. So-

Speaker speaker\_0: Okay. Yeah. I mean, like-

Speaker speaker\_1: ... all right.

Speaker speaker\_0: ... I said, assuming that that information that we have is up to date and correct, uh, that's the information that we have. Um, so are you wanting to enroll into that plan or...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah. I think we'll just-

Speaker speaker\_0: Um, let me-

Speaker speaker\_1: ... we'll just go with it.

Speaker speaker\_0: Okay. Let me pull up your file again. Remind me of the name of the staffing agency you're with.

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: Okay. And you said first name's William, last name is Dosset?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. All righty. Uh, what's the last four of your Social?

Speaker speaker\_1: 0635.

Speaker speaker\_0: And then if you'll just verify your address and date of birth.

Speaker speaker\_1: Yep. My address is 107 Mandon Court, and my date of birth is September 21st, 2000.

Speaker speaker\_0: Phone number 540-419-3221?

Speaker speaker\_1: Yep.

Speaker speaker\_0: As well, C-L-A-X-X-S-O-N@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All righty. So I will go ahead and let them know that you would like to proceed with the enrollment. Um, just to reiterate, let me pull back up when it should become active. Give me one second. Okay. So it looks like the coverage will be effective the first of April.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty. Well, I will go ahead and let them know to get the enrollment process started, and then was there anything else that you might need help with?

Speaker speaker\_1: Uh, I don't think so. Is that it?

Speaker speaker\_0: Yes. That's pretty much it on my end. I'm just gonna send this response and let them know that for sure you are wanting to proceed with the enrollment, and then we're good to go from there.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All right. Well, you have a wonderful day.

Speaker speaker\_1: Oh, yeah. Thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.