

Transcript: VICTORIA

Taylor-6610948004823040-5627185099751424

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. How are you doing? My name's Aheem Davis and I was calling to sign up for my benefits. Okay. Uh, what is the name of the agency you work for? Uh, Workz, Work, uh, WorkSmart. And the last four of your Social? 2446. Okay. And let's see. Do you mind verifying your address and date of birth? Yes, ma'am. My bir- date of birth is May the 23rd, 2002. And hold on, let me make sure I'm saying my address correct. And the address is 1910 Short Blunt Street, Apartment 2E, Greensville, Alabama, 36744. And then phone number 334-507-3552. Uh, yes, ma'am. Okay. And email is first name, last initial 2002 at gmail. Yes, ma'am. Okay. Do you know what you're wanting to enroll into? Um, the health insurance, by mean- the dental and health. And vision. Okay, so there's- Health and vision. Okay. So there's a couple different medical plans. Mm-hmm. Do you know specifically what medical plan you're wanting? N- no, ma'am. I can... If the one that got all three of those, I would... Can you tell me the options you all have? So dental and medic- or I'm sorry, dental and vision are separate from medical. Um, so what I can do is I can email you a copy of the benefits guide, and it'll lay out all of the plans being offered, what they cover and how much they cost. That way you can look over the different options. Um, and then once you make a decision, you can call us back. It looks like you actually have until the 21st of March to get enrolled. Yes, ma'am. Well, okay. Yeah, no, I, I'll do that. Okay. I will go ahead and get that sent to your email. Um, but did you have any other questions for me? Um, no, ma'am. I have no other questions. Well, yes, ma'am. W- is it a way that I will put those three in? Well, yeah, no, ma'am. I have no other questions. Mm-hmm. Okay. All right. Well, I will send the benefits guide to your email so you can look over that, and then once you decide on like what specific medical y- plan you want, just give us a call back. Yes, ma'am. All right. You have a wonderful day. You do the same. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. How are you doing? My name's Aheem Davis and I was calling to sign up for my benefits.

Speaker speaker_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker_1: Uh, Workz, Work, uh, WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2446.

Speaker speaker_0: Okay. And let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes, ma'am. My bir- date of birth is May the 23rd, 2002. And hold on, let me make sure I'm saying my address correct. And the address is 1910 Short Blunt Street, Apartment 2E, Greensville, Alabama, 36744.

Speaker speaker_0: And then phone number 334-507-3552.

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. And email is first name, last initial 2002 at gmail.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Do you know what you're wanting to enroll into?

Speaker speaker_1: Um, the health insurance, by mean- the dental and health. And vision.

Speaker speaker_0: Okay, so there's-

Speaker speaker_1: Health and vision.

Speaker speaker_0: Okay. So there's a couple different medical plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you know specifically what medical plan you're wanting?

Speaker speaker_1: N- no, ma'am. I can... If the one that got all three of those, I would... Can you tell me the options you all have?

Speaker speaker_0: So dental and medic- or I'm sorry, dental and vision are separate from medical. Um, so what I can do is I can email you a copy of the benefits guide, and it'll lay out all of the plans being offered, what they cover and how much they cost. That way you can look over the different options. Um, and then once you make a decision, you can call us back. It looks like you actually have until the 21st of March to get enrolled.

Speaker speaker_1: Yes, ma'am. Well, okay. Yeah, no, I, I'll do that.

Speaker speaker_0: Okay. I will go ahead and get that sent to your email. Um, but did you have any other questions for me?

Speaker speaker_1: Um, no, ma'am. I have no other questions. Well, yes, ma'am. W- is it a way that I will put those three in? Well, yeah, no, ma'am. I have no other questions. Mm-hmm.

Speaker speaker_0: Okay. All right. Well, I will send the benefits guide to your email so you can look over that, and then once you decide on like what specific medical y- plan you want, just give us a call back.

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: You do the same.

Speaker speaker_0: Thank you.