

Transcript: VICTORIA

Taylor-6659918910767104-4510347371790336

Full Transcript

Thank you for calling Benefits on a Card. This is Vatoria, how can I help you? Hi, I wanted to, um, see about maybe getting a plan with you guys. I, um, go through SEARCH. Okay. And- So what's the... I'm sorry, uh, what's the last four of your social? 3542. 3542, and your first and last name? First name is Kelly, K-E-L-L-Y. Varney, V as in Victor, A-R-N-E-Y. Okay. Do you mind verifying your address and date of birth? Uh, address, um, mailing address? Or there's... I, I have two. One's mailing, one's a home. 5248 Township Road 108, Mount Gilead, Ohio 43338, my mailing address. PO Box 103, Mount Gilead, 43338. Okay. It looks like the address I have on file for you- 6740. It is 6740 State Route 95, correct? Yes. Does that need to be updated? Yes, that... Yes, ma'am, it does. Okay. What does that need to be? Like, so the, the physical address is 5248 Township Road 108. I think it's 108. I should maybe look to make sure. I, I'm gonnna... I think it's 108, not 108. We would actually just... Whatever would be the best address for mailing. Okay then. PO Box 103, Mount Gilead, Ohio 43338. 433- 38. Eight. Okay. Give me one second. Mm-hmm. All right. Okay. And just to make sure I got it right, it's Mount Gilead? Gilead. G-I-L, mount, and then G-I-L-E-A-D. Okay. And I'm sorry, your date of birth? 8/31/'67. Phone number 567-240-2274? Yes, ma'am. All right, and then I have your email as, uh, klv123qy... or qyg@gmail.com. Right. And you're wanting to enroll into the benefits? Well, yeah, I was wanting to see, like, what plans you have and what coverage and whatnot. Okay. Um- Are you a rehire with SEARCH? No. I've been, I've been, uh, going through them... Since I've been going through them, they sent me to a job that I've been at, um, for over a year and a half now. Okay. So I'm, um- The reason why I ask this, because as of right now, you're not eligible to enroll. Um, they're not currently- Oh, okay. ... in an open enrollment period. All right. Well, so much for that then. Okay. Um, I think they typically have it during the August timeframe. Uh- All right. ... so it should be coming up soon. It is what it is. All right. Well, thank you anyway then. Yes, ma'am. You have a wonderful day. You also.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Vatoria, how can I help you?

Speaker speaker_1: Hi, I wanted to, um, see about maybe getting a plan with you guys. I, um, go through SEARCH.

Speaker speaker_0: Okay.

Speaker speaker_1: And-

Speaker speaker_0: So what's the... I'm sorry, uh, what's the last four of your social?

Speaker speaker_1: 3542.

Speaker speaker_0: 3542, and your first and last name?

Speaker speaker_1: First name is Kelly, K-E-L-L-Y. Varney, V as in Victor, A-R-N-E-Y.

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

Speaker speaker_1: Uh, address, um, mailing address? Or there's... I, I have two. One's mailing, one's a home. 5248 Township Road 108, Mount Gilead, Ohio 43338, my mailing address. PO Box 103, Mount Gilead, 43338.

Speaker speaker_0: Okay. It looks like the address I have on file for you-

Speaker speaker_1: 6740. It is 6740 State Route 95, correct?

Speaker speaker_0: Yes. Does that need to be updated?

Speaker speaker_1: Yes, that... Yes, ma'am, it does.

Speaker speaker_0: Okay. What does that need to be?

Speaker speaker_1: Like, so the, the physical address is 5248 Township Road 108. I think it's 108. I should maybe look to make sure. I, I'm gonna... I think it's 108, not 108.

Speaker speaker_0: We would actually just... Whatever would be the best address for mailing.

Speaker speaker_1: Okay then. PO Box 103, Mount Gilead, Ohio 43338.

Speaker speaker_0: 433-

Speaker speaker_1: 38.

Speaker speaker_0: Eight. Okay. Give me one second.

Speaker speaker_1: Mm-hmm. All right.

Speaker speaker_0: Okay. And just to make sure I got it right, it's Mount Gilead?

Speaker speaker_1: Gilead. G-I-L, mount, and then G-I-L-E-A-D.

Speaker speaker_0: Okay. And I'm sorry, your date of birth?

Speaker speaker_1: 8/31/'67.

Speaker speaker_0: Phone number 567-240-2274?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then I have your email as, uh, klv123qy... or qyg@gmail.com.

Speaker speaker_1: Right.

Speaker speaker_0: And you're wanting to enroll into the benefits?

Speaker speaker_1: Well, yeah, I was wanting to see, like, what plans you have and what coverage and whatnot.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: Are you a rehire with SEARCH?

Speaker speaker_1: No. I've been, I've been, uh, going through them... Since I've been going through them, they sent me to a job that I've been at, um, for over a year and a half now.

Speaker speaker_0: Okay.

Speaker speaker_1: So I'm, um-

Speaker speaker_0: The reason why I ask this, because as of right now, you're not eligible to enroll. Um, they're not currently-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... in a open enrollment period.

Speaker speaker_1: All right. Well, so much for that then. Okay.

Speaker speaker_0: Um, I think they typically have it during the August timeframe. Uh-

Speaker speaker_1: All right.

Speaker speaker_0: ... so it should be coming up soon.

Speaker speaker_1: It is what it is. All right. Well, thank you anyway then.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You also.