

11:57, Jul 31

Info: Hi, I'm the UnitedHealthcare virtual assistant. I can help you find answers or connect to our team. Are you a UnitedHealthcare member?

11:57, Jul 31

Maria Casby: No

Info: You are now connected with our Virtual Assistant.

11:57, Jul 31

Virtual Assistant: Thank you for considering UnitedHealthcare.

11:57, Jul 31

Virtual Assistant: << Sent Rich Content >>

11:57, Jul 31

Maria Casby: Something else

11:57, Jul 31

Virtual Assistant: Got it. A licensed agent can help. Do you want me to see if one is available?

11:58, Jul 31

Maria Casby: i am interesting in changing to your medigap plan g but interested in knowing more about your gym memberships. What gyms do you offer free membership to?

11:58, Jul 31

Virtual Assistant: I didn't understand that. I'll be able to help if you choose from the available options.

11:58, Jul 31

Virtual Assistant: Got it. A licensed agent can help. Do you want me to see if one is available?

11:58, Jul 31

Maria Casby: Sure

11:58, Jul 31

Virtual Assistant: A licensed agent is available. What kind of help do you need?

11:59, Jul 31

Maria Casby: I want ot know more about gym memberships available with plan g medigap. What gyms are included?

11:59, Jul 31

Virtual Assistant: I'll need some information to connect you with a licensed agent.

11:59, Jul 31

Virtual Assistant: What's your full name (first and last)?

11:59, Jul 31

Maria Casby: Maria Casby

11:59, Jul 31

Virtual Assistant: Finally, what's your ZIP code?

11:59, Jul 31

Maria Casby: 20191

11:59, Jul 31

Virtual Assistant: I'll connect you with a licensed agent now.

Info: Your wait time is less than 1 min.

Info: You are now connected to Taylor.

12:00, Jul 31

Taylor: Hello! Thank you for reaching out today, I can assist you today, let me gather some information first, What is your address?

12:00, Jul 31

Maria Casby: 2007 lakebreeze way, reston, va 20191

12:01, Jul 31

Taylor: Great! I'd be glad to help! Is there a particular plan you had in mind?

12:01, Jul 31

Maria Casby: I am particulary interested in the following gyms onelife, lifetime, orange theory

12:01, Jul 31

Maria Casby: plan g - I am interested in swithcing from current plan g plan through birthday rule in VA[

12:03, Jul 31

Taylor: Were you looking for information on that plan today or were you looking to go over and get enrolled?

12:04, Jul 31

Maria Casby: depends. Your plan costs \$40 more than cheaper plan but if you have gym membership that suits me then I would choose your plan and enroll.

12:06, Jul 31

Taylor: Are these the right locations? Onelife Fitness - Fairfax 12300 Price Club Plaza Fairfax, VA 22030 703-828-3422 1757 Business Center Drive Reston, VA 20190 (571) 512-3500

12:08, Jul 31

Maria Casby: actually the second one is lifetime fitness, correct? not onelife?

12:09, Jul 31

Maria Casby: What about onelife fitness in Reston?

12:09, Jul 31

Taylor: Sorry, Yes its Lifetime Life Time 1757 Business Center Drive Reston, VA 20190 (571) 512-3500

12:09, Jul 31

Taylor: I wasn't able to see Orange fitness on our directory

12:10, Jul 31

Maria Casby: Iwhat about lifetime fitness on Isaac Newton sq in reston?

12:12, Jul 31

Taylor: I wasn't able to see that office, but heres our fitness directory link. Theres a list of other locations listed [Fitness Locations | UHC Renew Active](#)

12:15, Jul 31

Maria Casby: Thanks - odd that you would have onelife at one location but not another. That is the gym I currently go to, but lifetime is also close and very good. I will check out that gym and decide if I want to switch.

12:18, Jul 31

Taylor: I understand, thank you for reaching out today! Do you also need a Drug plan?

12:19, Jul 31

Maria Casby: I have one but may consider switching. I'll get back to you on that. thank you.

12:20, Jul 31

Taylor: Thank you for reaching out today! There is a brief survey when I release the chat if you had a positive experience speaking with me please let my team know! 🤓

Info: Conversation closed by the agent 12:20, Jul 31

12:20, Jul 31

Survey Bot: Thinking about the chat conversation you just had, overall, how was your experience with the agent? (1-5 scale, with 5 being the highest)

12:20, Jul 31

Maria Casby: 5

12:20, Jul 31

Survey Bot: Is there anything else that you would like to tell us about your experience today?

12:20, Jul 31

Maria Casby: no all questions answered thanlk you

12:20, Jul 31

Survey Bot: Thank you for your time