

Transcript: Pamela

Blanc-4515592240545792-4592071951433728

Full Transcript

Thank you for calling Benefits speaking. Uh, you're speaking to Shashon McNiel. Um, I'm calling to see, uh, check on what kind of insurance I have working at MAU Workforce. Sure. May I have the last four digits of your Social so I can pull up your file? Uh, four, seven, six, one. Four, seven, six, one? Yeah, four, seven, six, one. Can you say your last name, Mr. McNiel? Yes, ma'am. Mr. McNiel, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. It is 8 Milton Street and 0701, 07-1301 is my birthday. And where is this address located? I need the complete address, sir. 8 Milton Street. I need the city, state and zip code just to make sure I have it correct on my end. Uh, Hilton, Alabama, 36345. Thank you for the information. We have a phone number on file with you, 4785-5239 and your email is your first name, last name, 37 at gmail.com? Yes, ma'am, that's it. Um, do you have medical group accident, dental, life and vision? Those are the, uh, plans that you are enrolled in. There's a medical group life and, uh, dental and vision? Yes, sir, and group health. I, uh... Who is my, uh, insurance provider? Is it with Blue Shield? No, sir. These are, these are not those major insurances. It's called, um, 90 Degrees IMA. Oh, okay. Information, um... Okay. Okay. All right. Thank you. I was calling to make sure. Is there anything else I can do for you? Uh, no, ma'am. You're fine. Thank you. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits speaking.

Speaker speaker_1: Uh, you're speaking to Shashon McNiel. Um, I'm calling to see, uh, check on what kind of insurance I have working at MAU Workforce.

Speaker speaker_0: Sure. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, four, seven, six, one.

Speaker speaker_0: Four, seven, six, one?

Speaker speaker_1: Yeah, four, seven, six, one.

Speaker speaker_0: Can you say your last name, Mr. McNiel?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Mr. McNiel, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: It is 8 Milton Street and 0701, 07-1301 is my birthday.

Speaker speaker_0: And where is this address located? I need the complete address, sir.

Speaker speaker_1: 8 Milton Street.

Speaker speaker_0: I need the city, state and zip code just to make sure I have it correct on my end.

Speaker speaker_1: Uh, Hilton, Alabama, 36345.

Speaker speaker_0: Thank you for the information. We have a phone number on file with you, 4785-5239 and your email is your first name, last name, 37 at gmail.com?

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

Speaker speaker_0: Um, do you have medical group accident, dental, life and vision? Those are the, uh, plans that you are enrolled in.

Speaker speaker_1: There's a medical group life and, uh, dental and vision?

Speaker speaker_0: Yes, sir, and group health.

Speaker speaker_1: I, uh... Who is my, uh, insurance provider? Is it with Blue Shield?

Speaker speaker_0: No, sir. These are, these are not those major insurances. It's called, um, 90 Degrees IMA.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Information, um... Okay.

Speaker speaker_1: Okay. All right. Thank you. I was calling to make sure.

Speaker speaker_0: Is there anything else I can do for you?

Speaker speaker_1: Uh, no, ma'am. You're fine. Thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.