

## Transcript: Pamela

**Blanc-4537013022801920-5843735616208896**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Awards. This is Pal- Pamela speaking. How may I help you? Hi, Pamela. Um, I'm a- a- assuming this is my new benefits with my company, uh, Benefits in the Card, right? Are you... I mean, is there someone that can help me 'cause I was trying to see would I get a actual benefit card to show when I go to the doctor, like, with my IN number and all that kind of stuff? Yeah. So if you're enrolled, um, I could pull up your file and see how's the status on your enrollment and your benefits. Okay. Perfect. May I have the name of the staffing agency you working for? Oxford Consulting. Oxford. The last four digits of the Social? Is 3332. Can you say your first name is and last name? Preference. Preference. Bickham Peep, yes? Preference Bickham-Peep, yes. All right. M- can you please verify your complete address and date of birth for security reasons, just to make sure we are in the correct file? Can I do what now? Can you please veri- verify the address and date of birth? Oh, yes. Uh, address is 1002 Rushmore Drive, Allen, Texas 75002. And my date of birth is 09/02/1974. Thank you. We have a telephone number on file, 972-3... 838-3200. And your email is- Mm-mm. ... your person- No, no, no, no, no, that... What, the... You have a telephone number of 597? 972- No. R- repeat that? 972-838-3200. Okay. Yeah, that is correct. I'm sorry. I thought I heard you say five something. Okay. I got 'em. No, no. That's okay. So, um, your benefits became effective yesterday. Okay. So you should be receiving your ID card, um, early next week. Now, if you need- Okay. ... to use it before that, I'll suggest you to give us a call back either Thursday or Friday, and they might be available to us in the system. And if they aren't, we could send you a temporary one to your email. But they're not- Okay. No, I should be good. They haven't been generated yet. Huh? Oh, okay. Gotcha. That's all right. I should be good. I was just making sure, um, that I hadn't missed anything. And so, um- Oh, no. Okay. Gotcha. Okay. So I should be getting- Yeah, if you... When you enroll, it usually take about three weeks for the benefits to start. Okay. Yeah. Um, but they, they are active. Yesterday- Okay. ... they became active. Mm-hmm. I'm just waiting on the- It should be- ... okay, the card and stuff. So your medical card, it actually is going to go to your email. Okay. Um, but if you need a f- a digital one, you could give us a call and we could request it for you. But like I said- Okay. ... if you need them before, um- No, I don't need it before, but I do need more of a physical card if I get the physical card. Okay. I will go ahead and request one for you. Okay. Thank you. All right. All right. It takes 7 to 10 days. That one will probably get to you a little later than the rest of them. Right. And that's fine. That's totally fine. Oh. I don't need it, you know, I- like that. I just- No. But I do need it. Okay? Sure. All right. All right. Thank you. Thank you. Bye-bye. Bye-bye. Have a great day. Bye-bye. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Awards. This is Pal- Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, Pamela. Um, I'm a- a- assuming this is my new benefits with my company, uh, Benefits in the Card, right? Are you... I mean, is there someone that can help me 'cause I was trying to see would I get a actual benefit card to show when I go to the doctor, like, with my IN number and all that kind of stuff?

Speaker speaker\_1: Yeah. So if you're enrolled, um, I could pull up your file and see how's the status on your enrollment and your benefits.

Speaker speaker\_2: Okay. Perfect.

Speaker speaker\_1: May I have the name of the staffing agency you working for?

Speaker speaker\_2: Oxford Consulting. Oxford.

Speaker speaker\_1: The last four digits of the Social?

Speaker speaker\_2: Is 3332.

Speaker speaker\_1: Can you say your first name is and last name?

Speaker speaker\_2: Preference. Preference.

Speaker speaker\_1: Bickham Peep, yes?

Speaker speaker\_2: Preference Bickham-Peep, yes.

Speaker speaker\_1: All right. M- can you please verify your complete address and date of birth for security reasons, just to make sure we are in the correct file?

Speaker speaker\_2: Can I do what now?

Speaker speaker\_1: Can you please veri- verify the address and date of birth?

Speaker speaker\_2: Oh, yes. Uh, address is 1002 Rushmore Drive, Allen, Texas 75002. And my date of birth is 09/02/1974.

Speaker speaker\_1: Thank you. We have a telephone number on file, 972-3... 838-3200. And your email is-

Speaker speaker\_2: Mm-mm.

Speaker speaker\_1: ... your person-

Speaker speaker\_2: No, no, no, no, no, that... What, the... You have a telephone number of 597?

Speaker speaker\_1: 972-

Speaker speaker\_2: No. R- repeat that?

Speaker speaker\_1: 972-838-3200.

Speaker speaker\_2: Okay. Yeah, that is correct. I'm sorry. I thought I heard you say five something. Okay. I got 'em.

Speaker speaker\_1: No, no. That's okay. So, um, your benefits became effective yesterday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you should be receiving your ID card, um, early next week. Now, if you need-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to use it before that, I'll suggest you to give us a call back either Thursday or Friday, and they might be available to us in the system. And if they aren't, we could send you a temporary one to your email. But they're not-

Speaker speaker\_2: Okay. No, I should be good.

Speaker speaker\_1: They haven't been generated yet.

Speaker speaker\_2: Huh? Oh, okay. Gotcha. That's all right. I should be good. I was just making sure, um, that I hadn't missed anything. And so, um-

Speaker speaker\_1: Oh, no.

Speaker speaker\_2: Okay. Gotcha. Okay. So I should be getting-

Speaker speaker\_1: Yeah, if you... When you enroll, it usually take about three weeks for the benefits to start.

Speaker speaker\_2: Okay. Yeah.

Speaker speaker\_1: Um, but they, they are active. Yesterday-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... they became active.

Speaker speaker\_2: Mm-hmm. I'm just waiting on the-

Speaker speaker\_1: It should be-

Speaker speaker\_2: ... okay, the card and stuff.

Speaker speaker\_1: So your medical card, it actually is going to go to your email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but if you need a f- a digital one, you could give us a call and we could request it for you. But like I said-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if you need them before, um-

Speaker speaker\_2: No, I don't need it before, but I do need more of a physical card if I get the physical card.

Speaker speaker\_1: Okay. I will go ahead and request one for you.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right.

Speaker speaker\_1: It takes 7 to 10 days. That one will probably get to you a little later than the rest of them.

Speaker speaker\_2: Right. And that's fine. That's totally fine.

Speaker speaker\_1: Oh.

Speaker speaker\_2: I don't need it, you know, I- like that. I just-

Speaker speaker\_1: No.

Speaker speaker\_2: But I do need it. Okay?

Speaker speaker\_1: Sure. All right.

Speaker speaker\_2: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Have a great day. Bye-bye.

Speaker speaker\_1: You too.