

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela Oh, yes. This is Daria Elmore. How may I help you, sir? Oh, yes. Uh, my wife is no longer working, and she's, uh, got laid off. So I wanted to call to see about adding her to my medical insurance, uh, benefit. And who do you work for, sir? I work for MAU, work for Work for Solutions. Can I have the last four digits of your social? Yes. 8968. Mr. Elmore? Yes, go ahead. Can we make sure you have the complete address and date of birth for the security reasons and just to make sure we are in a correct file? Oh, yes. My date of birth is February 22nd, 1992. My address is 12112 Bond Place, Simpsonville, South Carolina 29580. Thank you for the information. We have a telephone number of 586-465-1269, and your email is the first name, last name at yahoo.com? That's correct. Okay. And how long has it been since she lost her benefits? Uh, it's been about two weeks now. Just bear with me. Let me double check if, um, we... What we're going to need for you to be able to do so. Just bear with me. Okay. Mr. Elmore? Yes, ma'am. Thank you for holding. Um, what was the reason why your spouse lost the benefits? Well, pretty much the, uh, the salon that she worked for, the owner decided to close down, so... Okay. So, what I'm going to do, I am going to email you a- Mm-hmm. ... information of what we need. Okay. To... And, uh, it's going to go to a back office that will receive the, um, your... Oh, sorry, your response. And they will decide if, if she's eligible since it's involuntary. Most likely, they will transfer her to a role, uh- Okay. Just follow instructions. You could, um, reply to the same email with what we need. Make sure you- Mm-hmm. ... do that, uh, before, within the first 30 days of her losing the benefits, okay? Now- Okay. The email is coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. After we, um, submit the information, just allow us 42 to 72 hours to go over it. I will be reaching out to you. Uh, is there a specific time to call you back? No, ma'am. All right. Um, anything else I could do for you? No, ma'am. That would be it. I greatly appreciate he assistance. All right. Thank you. Just remember to send that information as soon as possible. I sure will. All right. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela

Speaker speaker_1: Oh, yes. This is Daria Elmore.

Speaker speaker_0: How may I help you, sir?

Speaker speaker_1: Oh, yes. Uh, my wife is no longer working, and she's, uh, got laid off. So I wanted to call to see about adding her to my medical insurance, uh, benefit.

Speaker speaker_0: And who do you work for, sir?

Speaker speaker_1: I work for MAU, work for Work for Solutions.

Speaker speaker_0: Can I have the last four digits of your social?

Speaker speaker_1: Yes. 8968.

Speaker speaker_0: Mr. Elmore?

Speaker speaker_1: Yes, go ahead.

Speaker speaker_0: Can we make sure you have the complete address and date of birth for the security reasons and just to make sure we are in a correct file?

Speaker speaker_1: Oh, yes. My date of birth is February 22nd, 1992. My address is 12112 Bond Place, Simpsonville, South Carolina 29580.

Speaker speaker_0: Thank you for the information. We have a telephone number of 586-465-1269, and your email is the first name, last name at yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And how long has it been since she lost her benefits?

Speaker speaker_1: Uh, it's been about two weeks now.

Speaker speaker_0: Just bear with me. Let me double check if, um, we... What we're going to need for you to be able to do so. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Elmore?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. Um, what was the reason why your spouse lost the benefits?

Speaker speaker_1: Well, pretty much the, uh, the salon that she worked for, the owner decided to close down, so...

Speaker speaker_0: Okay. So, what I'm going to do, I am going to email you a-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... information of what we need.

Speaker speaker_1: Okay.

Speaker speaker_0: To... And, uh, it's going to go to a back office that will receive the, um, your... Oh, sorry, your response. And they will decide if, if she's eligible since it's involuntary.

Most likely, they will transfer her to a role, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: Just follow instructions. You could, um, reply to the same email with what we need. Make sure you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do that, uh, before, within the first 30 days of her losing the benefits, okay? Now-

Speaker speaker_1: Okay.

Speaker speaker_0: The email is coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: After we, um, submit the information, just allow us 42 to 72 hours to go over it. I will be reaching out to you. Uh, is there a specific time to call you back?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Um, anything else I could do for you?

Speaker speaker_1: No, ma'am. That would be it. I greatly appreciate the assistance.

Speaker speaker_0: All right. Thank you. Just remember to send that information as soon as possible.

Speaker speaker_1: I sure will.

Speaker speaker_0: All right. Have a great rest of the day.

Speaker speaker_1: You too.