

## **Transcript: Pamela**

**Blanc-4623490744107008-5498616469569536**

### **Full Transcript**

Welcome, Benefits on a Card. This is Pamela speaking. How may I help you? Hi, yes, I'm calling with my son, Alex, who, um, is having, uh, money taken out of his paycheck every week for these benefits and... But we don't have any information about what it is or what it offers, and I was hoping you could help us. And who, who does your son work for? Chicken of the Sea in Lyons, Georgia. I need the name of his staffing agency. Focus. Focus. And the last four digits of his Social? Um, 1254. His first and last name? Alex Roman. And y- you said the last four is 1254? Last four of your Social is 1254. Right, Alex? Yes. Oh, no, 19... 954. Sorry, 1954. All right. I need, um, Roman to verify the address and date of birth for security reasons, to make sure we are in the correct file. Yeah, okay. 282 North Lanier Street, Lyons, Georgia 30436. I need him on the phone, ma'am. I'm sorry. He... Tell her what your address is, honey. My address, I live at 282 North Lanier Street, Lyons, Georgia. And the date of birth? 30436. September 10th, 2001. Thank you. We have a phone number on file, 299-3014, and your email is alexander@romans- alexanderroman@gmail.com. It's actually 478-299-3014. So let me... My phone number is 478- Mm-hmm. ... 299-3014. All right, thank you. Um, so I see here that you are enrolled in the medical plan Critical Illness Life Insurance and Group Accident. So your benefits just became effective last week. You should be receiving your ID card sometime this week or the next week to the mailing address we have on file. I'll be back. Okay. And, um, if you want, I could check if the ID cards are available to me, and I could email them to you. Yes, please. Just bear with me while I look up the information. Okay. Mom, will you try to get me back here? Yeah, 'cause this phone call is for you. Mm-hmm. So I need you there. I was going to text. Mom, stop. Paperwork for Archie Stanley, so they'll have it. All right, um, hand me a pen please. Ma'am? Yeah. Thank you for holding. I'm sorry this took this long. It's okay. Because things have gotten slow. I proceeded to email him his ID card, um, to the email we have on file. You should be receiving it sometime this week or the beginning of the... of next week, the rest of the paperwork for- Okay, and the paperwork will lay out what exactly he's paying for and what the benefits are if he ever needs to use them? Yes. And also, on the ID card, it's a phone number where he can call and check the, um, the providers closer to him. Uh-huh. And then... Is it Donna Roman? Dana Roman, yeah, that's me. Okay. That's, um, that's his, um- Emergency contact? ... benefits for the life insurance. Yeah. Okay, okay. And you'll get that. And did you say it's medical insurance, like he can go to the doctor? Yeah. Is it that kind of insurance? He is. Yes, ma'am. Okay. All right. All right. Um, well- Anything else I could do for you? No, but thanks a lot. I appreciate it. All right, thank you for giving us a call. Have a great rest of your day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Welcome, Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, yes, I'm calling with my son, Alex, who, um, is having, uh, money taken out of his paycheck every week for these benefits and... But we don't have any information about what it is or what it offers, and I was hoping you could help us.

Speaker speaker\_0: And who, who does your son work for?

Speaker speaker\_1: Chicken of the Sea in Lyons, Georgia.

Speaker speaker\_0: I need the name of his staffing agency.

Speaker speaker\_2: Focus.

Speaker speaker\_1: Focus.

Speaker speaker\_0: And the last four digits of his Social?

Speaker speaker\_1: Um, 1254.

Speaker speaker\_0: His first and last name?

Speaker speaker\_1: Alex Roman.

Speaker speaker\_0: And y- you said the last four is 1254?

Speaker speaker\_1: Last four of your Social is 1254. Right, Alex?

Speaker speaker\_2: Yes. Oh, no, 19... 954.

Speaker speaker\_1: Sorry, 1954.

Speaker speaker\_0: All right. I need, um, Roman to verify the address and date of birth for security reasons, to make sure we are in the correct file.

Speaker speaker\_1: Yeah, okay. 282 North Lanier Street, Lyons, Georgia 30436.

Speaker speaker\_0: I need him on the phone, ma'am. I'm sorry.

Speaker speaker\_1: He... Tell her what your address is, honey.

Speaker speaker\_2: My address, I live at 282 North Lanier Street, Lyons, Georgia.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_2: 30436. September 10th, 2001.

Speaker speaker\_0: Thank you. We have a phone number on file, 299-3014, and your email is alexander@romans-

Speaker speaker\_2: alexanderroman@gmail.com. It's actually 478-299-3014.

Speaker speaker\_0: So let me...

Speaker speaker\_2: My phone number is 478-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... 299-3014.

Speaker speaker\_0: All right, thank you. Um, so I see here that you are enrolled in the medical plan Critical Illness Life Insurance and Group Accident. So your benefits just became effective last week. You should be receiving your ID card sometime this week or the next week to the mailing address we have on file.

Speaker speaker\_2: I'll be back.

Speaker speaker\_0: Okay. And, um, if you want, I could check if the ID cards are available to me, and I could email them to you.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Just bear with me while I look up the information.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Mom, will you try to get me back here?

Speaker speaker\_1: Yeah, 'cause this phone call is for you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So I need you there.

Speaker speaker\_2: I was going to text. Mom, stop.

Speaker speaker\_3: Paperwork for Archie Stanley, so they'll have it.

Speaker speaker\_2: All right, um, hand me a pen please.

Speaker speaker\_0: Ma'am?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you for holding. I'm sorry this took this long.

Speaker speaker\_1: It's okay.

Speaker speaker\_0: Because things have gotten slow. I proceeded to email him his ID card, um, to the email we have on file. You should be receiving it sometime this week or the beginning of the... of next week, the rest of the paperwork for-

Speaker speaker\_1: Okay, and the paperwork will lay out what exactly he's paying for and what the benefits are if he ever needs to use them?

Speaker speaker\_0: Yes. And also, on the ID card, it's a phone number where he can call and check the, um, the providers closer to him.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And then... Is it Donna Roman?

Speaker speaker\_1: Dana Roman, yeah, that's me.

Speaker speaker\_0: Okay. That's, um, that's his, um-

Speaker speaker\_1: Emergency contact?

Speaker speaker\_0: ... benefits for the life insurance.

Speaker speaker\_1: Yeah. Okay, okay.

Speaker speaker\_0: And you'll get that.

Speaker speaker\_1: And did you say it's medical insurance, like he can go to the doctor?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Is it that kind of insurance?

Speaker speaker\_0: He is. Yes, ma'am.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: All right.

Speaker speaker\_1: Um, well-

Speaker speaker\_0: Anything else I could do for you?

Speaker speaker\_1: No, but thanks a lot. I appreciate it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker\_1: You too. Bye-bye.