

## **Transcript: Pamela**

**Blanc-4663269622071296-5346153987096576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for waiting. Please hold. Hello. Is this 40- 20 minutes at Central Guard. This is Pamela speaking. How may I help you? Hi. Yes. My name is Adrienne Chisholm and I'm almost filling out an enrollment form for, uh, you guys for my, um, job that I just got. But I had, um, made a couple mistakes and I was seeing if I could change those mistakes, because it wouldn't let me do it, um, on the computer when I was trying to do it. Okay. And who are you working for? HSS. May I have the last four digits of your Social? 9370. Can you say your first name and last name again? My first name is Adrienne. My last name is Chisholm. That's spelled A-D-R-I-A-N-N-E, last name, C-H-I-S-H-O-L-M. Okay. Ms. Chisholm, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. It's 415 Fairburn Road Southwest, Orlando, Georgia, 30331, Apartment 810, and my date of birth is 02/06/1991. All right. Thank you for giving me information. We have a telephone number on file which is 216-727-8837. And your email- That's correct. Is your first name, last name 379@yahoo.com, or email address, sorry. That's correct. Okay. So, um, uh, let's see. The enrollment form- All I wanted is general. All I want is general. I was trying to take all of them off on that thing, but it wouldn't... it, it just kept on pressing the button, but they were so close together. So I just want general. Yeah. Mm-hmm. Okay. Employee only, right? Yeah. For the employee only. All right. I went ahead and fixed that, and the benefits will start at, um, the following Monday after we receive the first premium from your employer. Then your ID card will be generated in the system and it will be sent out to you, to the address we have on file within seven to ten days after benefits are active. Okay. All right. Is there anything else I could do for you? No, everything else is fine. All right. Thank you for giving us a call today. Have a very great Thursday. Okay, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello. Thank you for waiting. Please hold.

Speaker speaker\_2: Hello. Is this 40-

Speaker speaker\_1: 20 minutes at Central Guard. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Yes. My name is Adrienne Chisholm and I'm almost filling out an enrollment form for, uh, you guys for my, um, job that I just got. But I had, um, made a couple

mistakes and I was seeing if I could change those mistakes, because it wouldn't let me do it, um, on the computer when I was trying to do it.

Speaker speaker\_1: Okay. And who are you working for?

Speaker speaker\_2: HSS.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 9370.

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

Speaker speaker\_2: My first name is Adrienne. My last name is Chisholm. That's spelled A-D-R-I-A-N-N-E, last name, C-H-I-S-H-O-L-M.

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

Speaker speaker\_2: Yes. It's 415 Fairburn Road Southwest, Orlando, Georgia, 30331, Apartment 810, and my date of birth is 02/06/1991.

Speaker speaker\_1: All right. Thank you for giving me information. We have a telephone number on file which is 216-727-8837. And your email-

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Is your first name, last name 379@yahoo.com, or email address, sorry.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So, um, uh, let's see. The enrollment form-

Speaker speaker\_2: All I wanted is general. All I want is general. I was trying to take all of them off on that thing, but it wouldn't... it, it just kept on pressing the button, but they were so close together. So I just want general. Yeah. Mm-hmm. Okay. Employee only, right? Yeah. For the employee only.

Speaker speaker\_1: All right. I went ahead and fixed that, and the benefits will start at, um, the following Monday after we receive the first premium from your employer. Then your ID card will be generated in the system and it will be sent out to you, to the address we have on file within seven to ten days after benefits are active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Is there anything else I could do for you?

Speaker speaker\_2: No, everything else is fine.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a very great Thursday.

Speaker speaker\_2: Okay, bye-bye.