

## **Transcript: Pamela**

**Blanc-4687564283887616-6388793179422720**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hi. I was calling because I, um, enrolled for my benefits, but I don't have any, um, any sort of card or anything that has the number for the insurance. Um, and I- Ma'am. ... went to the doctor today... Sorry. Who do you work for, sir? Huh? Who do you work for? I work for Western, I work for Western Pacific, but I'm, uh, through an agency with Versatilla. Okay. Uh, may I have the last three digits of the Social Security file you file? 2712. And your first and last name? Ariana Sanchez. Mrs. Sanchez? Yeah. Ms. Sanchez- ... for security purposes, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah. My birthday is 08/11/'99. The address is 8216 30th Place, Marysville, Washington, 98270. Uh, we have a phone number on file, 425-350-6664, and your email is your first- Yeah. ... name last name 363- Yeah. ... ahu.com Mm-hmm. Okay. I see that you are enrolled in the benefits, um, but we have not received yet the premium from your employer, so that's why you haven't received the ID card, so your benefits are not active yet. That's what we're waiting for the benefits to start. Oh, okay. Okay. And so do I have to talk to the employer to see when they'll be active? No. What we need from them is for them to, uh, process your information and send it to us. Okay. So we can, uh, start making the payments. Okay. Okay. Anything else I could do for you? Oh. Uh, no, that's it. All right. Thank you for calling Benefits and a Card. Have a great rest of the day. Thank you. 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 a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. I was calling because I, um, enrolled for my benefits, but I don't have any, um, any sort of card or anything that has the number for the insurance. Um, and I-

Speaker speaker\_1: Ma'am.

Speaker speaker\_2: ... went to the doctor today... Sorry.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Huh?

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: I work for Western, I work for Western Pacific, but I'm, uh, through an agency with Versatilla.

Speaker speaker\_1: Okay. Uh, may I have the last three digits of the Social Security file you file?

Speaker speaker\_2: 2712.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Ariana Sanchez.

Speaker speaker\_1: Mrs. Sanchez?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Ms. Sanchez- ... for security purposes, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Yeah. My birthday is 08/11/'99. The address is 8216 30th Place, Marysville, Washington, 98270.

Speaker speaker\_1: Uh, we have a phone number on file, 425-350-6664, and your email is your first-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... name last name 363-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... ahu.com

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. I see that you are enrolled in the benefits, um, but we have not received yet the premium from your employer, so that's why you haven't received the ID card, so your benefits are not active yet. That's what we're waiting for the benefits to start.

Speaker speaker\_2: Oh, okay. Okay. And so do I have to talk to the employer to see when they'll be active?

Speaker speaker\_1: No. What we need from them is for them to, uh, process your information and send it to us.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So we can, uh, start making the payments.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Anything else I could do for you?

Speaker speaker\_2: Oh. Uh, no, that's it.

Speaker speaker\_1: All right. Thank you for calling Benefits and a Card. Have a great rest of the day.

Speaker speaker\_2: Thank you. You, too.