

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you? Uh, yes, ma'am, Pamela. My name is Robert Wright, W-R-I-G-H-T, and I'm calling about, uh, uh, uh, email and a couple of calls that I received pertaining to, uh, benefit cards. I am, uh, currently a, um, a hiree with Megaforce in Fayetteville, North Carolina. Okay. Um, may I have the last four digits of your Social so I can pull up your file? Okay, ma'am, that's 8253... That's for Megaforce. Wait one second. Yes, ma'am. Megaforce. Can you say your first and last name, sir? Uh, first name is Robert and the last name is Wright, W-R-I-G-H-T. Okay. Mr. Wright, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes, ma'am. My address is 5646 Dodge Drive, here in Fayetteville, North Carolina, 28303, and the date of birth is 03/06/1951. Thank you for the information. We have a telephone number on file, 910-551-2915. Your email is I-C-I-L... no, L-C-I-L-O-C-O.13771@gmail.com. Uh, uh, the correction on the e- the telephone number's correct, and the, uh, email is, um, K-I-L-O-C-O.1371@gmail.com. Okay. All right. So maybe it's that your, um, the email and that you received is because today is the last day for open enrollment, um- Yes. ... but today... Okay, so if you want to make changes, um, today's the day. If not, it will roll over after this. Oh, okay. Well, that's good. Yes, there's none... There's no changes, uh, to be made, um, and so I, I was under the impression that if... And that's one of the reason why I hesitated in retur- in returning, but I just wanted to call and confirm. But now there's no changes, so, um, I'll just let the rollover, um, take place. Okay. So before I let you go, Mr. Wright. Mm-hmm. We do not have, uh, you haven't assigned a beneficiary for your life insurance. Would you like to do that now? Uh, sure, I can. Thank you. Okay. May I have the la- the first, last name and relationship? Okay, I'll spell it out to you, okay? Um, so the first name is S-H-A-W-N-T-E-L-L-E, pronounced Shantelle. And the last name is H-A-N-K-I-N-S, pronunciation Hankins. Okay. And the relationship is daughter. Okay. So I went ahead and added this to your file. Anything else I can do for you, sir? Uh, uh, that's it. Um, you've been, uh, very prompt, cordial, and professional in, in taking care of this for me and bringing it to my attention as well. So, I appreciate it very much. All right, thank you for giving us a call today. Have a great weekend. Okay, ma'am, and you do the same and stay safe, okay? Yeah. Okay. Mm-hmm. Bye-bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am, Pamela. My name is Robert Wright, W-R-I-G-H-T, and I'm calling about, uh, uh, uh, email and a couple of calls that I received pertaining to, uh, benefit cards. I am, uh, currently a, um, a hiree with Megaforce in Fayetteville, North Carolina.

Speaker speaker_1: Okay. Um, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Okay, ma'am, that's 8253...

Speaker speaker_1: That's for Megaforce. Wait one second.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Megaforce. Can you say your first and last name, sir?

Speaker speaker_2: Uh, first name is Robert and the last name is Wright, W-R-I-G-H-T.

Speaker speaker_1: Okay. Mr. Wright, for security reasons and 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, ma'am. My address is 5646 Dodge Drive, here in Fayetteville, North Carolina, 28303, and the date of birth is 03/06/1951.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 910-551-2915. Your email is I-C-I-L... no, L-C-I-L-O-C-O.13771@gmail.com.

Speaker speaker_2: Uh, uh, the correction on the e- the telephone number's correct, and the, uh, email is, um, K-I-L-O-C-O.1371@gmail.com.

Speaker speaker_1: Okay. All right. So maybe it's that your, um, the email and that you received is because today is the last day for open enrollment, um-

Speaker speaker_2: Yes.

Speaker speaker_1: ... but today... Okay, so if you want to make changes, um, today's the day. If not, it will roll over after this.

Speaker speaker_2: Oh, okay. Well, that's good. Yes, there's none... There's no changes, uh, to be made, um, and so I, I was under the impression that if... And that's one of the reason why I hesitated in retur- in returning, but I just wanted to call and confirm. But now there's no changes, so, um, I'll just let the rollover, um, take place.

Speaker speaker_1: Okay. So before I let you go, Mr. Wright.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We do not have, uh, you haven't assigned a beneficiary for your life insurance. Would you like to do that now?

Speaker speaker_2: Uh, sure, I can. Thank you.

Speaker speaker_1: Okay. May I have the la- the first, last name and relationship?

Speaker speaker_2: Okay, I'll spell it out to you, okay? Um, so the first name is S-H-A-W-N-T-E-L-L-E, pronounced Shantelle. And the last name is H-A-N-K-I-N-S, pronunciation Hankins.

Speaker speaker_1: Okay.

Speaker speaker_2: And the relationship is daughter.

Speaker speaker_1: Okay. So I went ahead and added this to your file. Anything else I can do for you, sir?

Speaker speaker_2: Uh, uh, that's it. Um, you've been, uh, very prompt, cordial, and professional in, in taking care of this for me and bringing it to my attention as well. So, I appreciate it very much.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great weekend.

Speaker speaker_2: Okay, ma'am, and you do the same and stay safe, okay?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Mm-hmm. Bye-bye now.