

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I'm calling to see if I can add somebody on to my insurance. Okay. Um, may I have the last four digits of your social security number and the agency you work for? Wait, what was that? I need the name of a staffing agency you work for, and- WorkSource. ... the last four of your Social Security number. Okay. And it would be... You want the group number or the last four of my Social? The last four of your Social. 9961. You said WorkSource. Yeah, WorkSource. Give me one second. And your first and last name, sir? Brandon Spindler. Okay. And 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? 100 South Fowler Greenwood, Arkansas 72936. And my birthdate is 7-28-76. Thank you for the information. We have a phone number on file, 479-831-1054. That's correct. And your email is your first name last name number eight @gmail.com? Yes. Okay. So unfortunately your open enrollment period already passed. Um, WorkSource did open enrollment last year around November, mid-November. Most likely it will be at the same time this year and that's when you can actually- So I have to wait for open enrollment to add somebody on my insurance? Yes, sir. Okay. Wow, that's crazy. Okay. Anything else I can do for you, sir? No, that's it. Thank you. All right. Thank you. I'm going back to the office. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I'm calling to see if I can add somebody on to my insurance.

Speaker speaker_0: Okay. Um, may I have the last four digits of your social security number and the agency you work for?

Speaker speaker_1: Wait, what was that?

Speaker speaker_0: I need the name of a staffing agency you work for, and-

Speaker speaker_1: WorkSource.

Speaker speaker_0: ... the last four of your Social Security number. Okay.

Speaker speaker_1: And it would be... You want the group number or the last four of my Social?

Speaker speaker_0: The last four of your Social.

Speaker speaker_1: 9961.

Speaker speaker_0: You said WorkSource.

Speaker speaker_1: Yeah, WorkSource.

Speaker speaker_0: Give me one second. And your first and last name, sir?

Speaker speaker_1: Brandon Spindler.

Speaker speaker_0: Okay. And 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_1: 100 South Fowler Greenwood, Arkansas 72936. And my birthdate is 7-28-76.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 479-831-1054.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is your first name last name number eight @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So unfortunately your open enrollment period already passed. Um, WorkSource did open enrollment last year around November, mid-November. Most likely it will be at the same time this year and that's when you can actually-

Speaker speaker_1: So I have to wait for open enrollment to add somebody on my insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Wow, that's crazy. Okay.

Speaker speaker_0: Anything else I can do for you, sir?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: I'm going back to the office. Have a great rest of the day.

Speaker speaker_1: You too. Bye.