

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits Center 4 Life. This is Pamela speaking. How may I help you? Hello. My name is, uh, Lionel Johnson. I work at the Carlton Staffing, uh, Company. Um, I filled out my benefits in the card, um, and it's completed for the VIP. Um, but on the, on, it says, you know, for me to submit it, on, on my email, it says Cynthia Damien. On, yeah, Cynthia Damien- ... is on my email, and I don't know who that person is. Okay. Let's pull up... Let me just double check on your file. You say it's Carlton, right? Huh? So you work for Carlton? Yeah, Carlton. May I have the last four digits of your Social? Uh, 1390. And your first name's Lion- ... Lionel Johnson? Yes, ma'am. All right, Mr. Johnson, 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? Uh, 4/8/'73. Uh, 1713 is... I just moved here, so I don't know the address exactly, but it's, uh, uh... Uh, can't remember the... My address. Might have to have all that in the car. But yeah, my, my birthday is 4/8/'73. Last three digits is 1390. Uh, and my apartment address is 1713. You have a phone number on file, 832-658-0190. Yes. And can you... Email... mail. It's- Stroza? Huh? Email is M-A-E-L-A-N-E-S-T-R-O- No. ... S? No. It's lonnie556. Can you spell it out for me to make sure I have it correct? L-O-N-N-I-E. 556@gmail.com? Uh, gmail.com. All right. All right. So your benefits are active. Um, and if you don't want to make any changes- No, I don't. ... um- I want to know who is this Cynthia Damien that's on... You know, long... Okay, it's active, but you got a Cynthia Damien, uh, that's on my email when you guys, uh, said everything was done. And the email came from us? I gue- Yeah, I, yeah. It's on my email, but it's, it's got Cynthia D- Damien, Wel- Welcome to, uh, benefits in the card and this and that. And I don't know who that person is. There might have been a... There has been something with the, with the system because everything's here for you, but then it's just you. We don't have any- Right. ... anything with that name on it. Oh, okay. So I'm guessing that it might, might have been something with the system. But now- Okay. ... everything's fine here. Okay, and, um, you said i- it's active now? And when- Yes, everything's- When would I get a card? Okay, let's see. You need physical cards for your benefits? Yeah. 'Cause they will ro- roll over as, as they are, as it is a- right now, and you could use the same card you have. You don't need to- Okay. And they... And, and I got dental and vision on there too, right? I know I picked the VIP. Yes, sir. You have dental, vision, life insurance, behavioral health and OBD. Yeah. Okay. All right, would it be... Like, if I go to the doctor, would it be a, a deposit or something I would have to give him or? A deposit? I mean, you know, a, a copay. Copay? Yeah. Not, um... Only for your vision. The ey- Only for the vision. It's \$10 for the- Okay. Um, the fitting of the glasses and lenses is 25. Okay. All right, you have answered all my questions. I appreciate you. All right, thank you for calling Benefits Center 4 Life. Have a great rest of the day, sir. Yep, you too. Bye.

Conversation Format

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

Speaker speaker_1: You're calling Benefits Center 4 Life. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. My name is, uh, Lionel Johnson. I work at the Carlton Staffing, uh, Company. Um, I filled out my benefits in the card, um, and it's completed for the VIP. Um, but on the, on, it says, you know, for me to submit it, on, on my email, it says Cynthia Damien. On, yeah, Cynthia Damien- ... is on my email, and I don't know who that person is.

Speaker speaker_1: Okay. Let's pull up... Let me just double check on your file. You say it's Carlton, right?

Speaker speaker_2: Huh?

Speaker speaker_1: So you work for Carlton?

Speaker speaker_2: Yeah, Carlton.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Uh, 1390.

Speaker speaker_1: And your first name's Lion- ... Lionel Johnson?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, Mr. Johnson, 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: Uh, 4/8/'73. Uh, 1713 is... I just moved here, so I don't know the address exactly, but it's, uh, uh... Uh, can't remember the... My address. Might have to have all that in the car. But yeah, my, my birthday is 4/8/'73. Last three digits is 1390. Uh, and my apartment address is 1713.

Speaker speaker_1: You have a phone number on file, 832-658-0190.

Speaker speaker_2: Yes.

Speaker speaker_1: And can you... Email... mail.

Speaker speaker_2: It's-

Speaker speaker_1: Stroza?

Speaker speaker_2: Huh?

Speaker speaker_1: Email is M-A-E-L-A-N-E-S-T-R-O-

Speaker speaker_2: No.

Speaker speaker_1: ... S?

Speaker speaker_2: No. It's lonnie556.

Speaker speaker_1: Can you spell it out for me to make sure I have it correct?

Speaker speaker_2: L-O-N-N-I-E.

Speaker speaker_1: 556@gmail.com?

Speaker speaker_2: Uh, gmail.com.

Speaker speaker_1: All right . All right. So your benefits are active. Um, and if you don't want to make any changes-

Speaker speaker_2: No, I don't.

Speaker speaker_1: ... um-

Speaker speaker_2: I want to know who is this Cynthia Damien that's on... You know, long... Okay, it's active, but you got a Cynthia Damien, uh, that's on my email when you guys, uh, said everything was done.

Speaker speaker_1: And the email came from us?

Speaker speaker_2: I gue- Yeah, I, yeah. It's on my email, but it's, it's got Cynthia D- Damien, Wel- Welcome to, uh, benefits in the card and this and that. And I don't know who that person is.

Speaker speaker_1: There might have been a... There has been something with the, with the system because everything's here for you, but then it's just you. We don't have any-

Speaker speaker_2: Right.

Speaker speaker_1: ... anything with that name on it.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I'm guessing that it might, might have been something with the system. But now-

Speaker speaker_2: Okay.

Speaker speaker_1: ... everything's fine here.

Speaker speaker_2: Okay, and, um, you said i- it's active now? And when-

Speaker speaker_1: Yes, everything's-

Speaker speaker_2: When would I get a card?

Speaker speaker_1: Okay, let's see. You need physical cards for your benefits?

Speaker speaker_2: Yeah.

Speaker speaker_1: 'Cause they will ro- roll over as, as they are, as it is a- right now, and you could use the same card you have. You don't need to-

Speaker speaker_2: Okay. And they... And, and I got dental and vision on there too, right? I know I picked the VIP.

Speaker speaker_1: Yes, sir. You have dental, vision, life insurance, behavioral health and OBD.

Speaker speaker_2: Yeah. Okay. All right, would it be... Like, if I go to the doctor, would it be a, a deposit or something I would have to give him or?

Speaker speaker_1: A deposit?

Speaker speaker_2: I mean, you know, a, a copay.

Speaker speaker_1: Copay?

Speaker speaker_2: Yeah.

Speaker speaker_1: Not, um... Only for your vision. The ey-

Speaker speaker_2: Only for the vision.

Speaker speaker_1: It's \$10 for the-

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the fitting of the glasses and lenses is 25.

Speaker speaker_2: Okay. All right, you have answered all my questions. I appreciate you.

Speaker speaker_1: All right, thank you for calling Benefits Center 4 Life. Have a great rest of the day, sir.

Speaker speaker_2: Yep, you too. Bye.