Transcript: Pamela Blanc-4867256602378240-5267478834888704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. This is Pamela speaking. How may I help you? Hello. I got a text, um, saying I was enrolled in M-E-C TeleRx, and it said that I should call this number to make any changes or anything? Okay, so we are the administrator for health insurance for staffing agency. If you do not want to be auto-enrolled, we'll go ahead and decline it. You can go in any other plans that they offer. Okay, so I'm already enrolled? Well, I will have to pull up your files to see. Okay. Uh, may I have the last four digits of your Social? Yes. It's 4725. 4725? Yes, 4725. Okay. Your first and last name, sir? Thomas. I c- I can barely hear you sir. What was that first and last name? Oh, Taheem Thomas. Thank you. Mr. Thomas, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? Uh, address is 124 Nancy Street, Park Forest, Illinois. And you said, what else? Your date of birth, but I need the city and state and zip code just to make sure I have it correct on my end. Oh, 60411. Oh, wait, no, it's 604... Okay. We have a phone number on file- 604... Oh, I'm sorry? We have a telephone number on file, 708-439-8881. Yes. Can you email us your first name 340@gmail.com? Yes. All right. So I see that you are enrolled in the benefits. They do n- they are not active. We have not received the premium from your employer for the benefits to become effective. Um, as soon as we receive the premium the following Monday, your benefits will be active. Okay. Right. So you do have the life insurance, but we do not have your beneficiary. Would you like to add it now or call back for that info? Oh, no, that's okay. I'll have to go over my notes and I have to take care of that later. I just wanted to make sure I was enrolled first. No problem, sir. Is there anything else that I could do for you? No, that'll be all. Thank you so much. Thank you for giving us a call. Have a great rest of the day. Mm-hmm. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-4. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. I got a text, um, saying I was enrolled in M-E-C TeleRx, and it said that I should call this number to make any changes or anything?

Speaker speaker_1: Okay, so we are the administrator for health insurance for staffing agency. If you do not want to be auto-enrolled, we'll go ahead and decline it. You can go in

any other plans that they offer.

Speaker speaker_2: Okay, so I'm already enrolled?

Speaker speaker_1: Well, I will have to pull up your files to see.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, may I have the last four digits of your Social?

Speaker speaker_2: Yes. It's 4725.

Speaker speaker_1: 4725?

Speaker speaker_2: Yes, 4725.

Speaker speaker_1: Okay. Your first and last name, sir?

Speaker speaker_2: Thomas.

Speaker speaker_1: I c- I can barely hear you sir. What was that first and last name?

Speaker speaker_2: Oh, Taheem Thomas.

Speaker speaker_1: Thank you. Mr. Thomas, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Uh, address is 124 Nancy Street, Park Forest, Illinois. And you said, what else?

Speaker speaker_1: Your date of birth, but I need the city and state and zip code just to make sure I have it correct on my end.

Speaker speaker_2: Oh, 60411. Oh, wait, no, it's 604...

Speaker speaker_1: Okay. We have a phone number on file-

Speaker speaker_2: 604... Oh, I'm sorry?

Speaker speaker_1: We have a telephone number on file, 708-439-8881.

Speaker speaker_2: Yes.

Speaker speaker_1: Can you email us your first name 340@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I see that you are enrolled in the benefits. They do n- they are not active. We have not received the premium from your employer for the benefits to become effective. Um, as soon as we receive the premium the following Monday, your benefits will be active.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. So you do have the life insurance, but we do not have your beneficiary. Would you like to add it now or call back for that info?

Speaker speaker_2: Oh, no, that's okay. I'll have to go over my notes and I have to take care of that later. I just wanted to make sure I was enrolled first.

Speaker speaker_1: No problem, sir. Is there anything else that I could do for you?

Speaker speaker_2: No, that'll be all. Thank you so much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Mm-hmm. You too. Bye-bye.