

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hey, how are you doing today? I'm good, and you, ma'am? I'm doing good. Um, I was calling because I find... I was trying to sign my fiance and I up for some healthcare, but really, really some just insurance, just some insurance. And I did it last night, and today I received a card, um, that was just kind of wondering what the next steps were, 'cause I didn't get to pick a plan or anything. It... Okay, and who do you work for? Um, Surge Staffing. Okay, so Surge Staffing. Were you able to, um, create your profile? Yes, ma'am. Okay. One second. All right. And may I have the last four digits of your Social? Mm-hmm. Uh, it's for my husband, so I can give you his. Give me one second. Is he with you? Um, no, he's at work. He couldn't do it because he's at work right now. Okay, because even though you're gonna be part of the enrollment or the policy, he will- he will be the one who needs to call. Um, we're here from 8:00 A.M. to 8:00 P.M. Eastern Time, Monday through Friday. Okay. All right? Okay. The- um, like after we're done with the enrollment, then you will be authorized to do everything, you know, like request information and ID cards and stuff like that. Okay. But unfortunately, yeah, we need to talk to him first. Okay, okay. That's fine. All right. And ■■■- Thank you. ... nothing ■■ ma'am? Any other questions? Um, no. No, ma'am, that's all. All right, thank you for giving us a call today. Have a great rest of the day. You too. Bye-bye. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, how are you doing today?

Speaker speaker_1: I'm good, and you, ma'am?

Speaker speaker_2: I'm doing good. Um, I was calling because I find... I was trying to sign my fiance and I up for some healthcare, but really, really some just insurance, just some insurance. And I did it last night, and today I received a card, um, that was just kind of wondering what the next steps were, 'cause I didn't get to pick a plan or anything. It...

Speaker speaker_1: Okay, and who do you work for?

Speaker speaker_2: Um, Surge Staffing.

Speaker speaker_1: Okay, so Surge Staffing. Were you able to, um, create your profile?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. One second. All right. And may I have the last four digits of your Social?

Speaker speaker_2: Mm-hmm. Uh, it's for my husband, so I can give you his. Give me one second.

Speaker speaker_1: Is he with you?

Speaker speaker_2: Um, no, he's at work. He couldn't do it because he's at work right now.

Speaker speaker_1: Okay, because even though you're gonna be part of the enrollment or the policy, he will- he will be the one who needs to call. Um, we're here from 8:00 A.M. to 8:00 P.M. Eastern Time, Monday through Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Okay.

Speaker speaker_1: The- um, like after we're done with the enrollment, then you will be authorized to do everything, you know, like request information and ID cards and stuff like that.

Speaker speaker_2: Okay.

Speaker speaker_1: But unfortunately, yeah, we need to talk to him first.

Speaker speaker_2: Okay, okay. That's fine.

Speaker speaker_1: All right. And ■■-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... nothing ■■ ma'am? Any other questions?

Speaker speaker_2: Um, no. No, ma'am, that's all.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.