

## **Transcript: Pamela**

**Blanc-5037218405728256-5984077332791296**

### **Full Transcript**

Gracias. Thank you for calling Benefits Center, of course. This is speaking. How may I help you? Um, yes, I'm... Um, yes, I'm trying to enroll in benefits. Who do you work for, sir? Say that again? Who do you work for? The name of the staffing agency. Oh, the Temp Staff Agency. Temp? Yeah. Can I have the last four digits of your social? Uh, 8074. First and last name, sir? Jonathan Carson. Mr. Carson? Yes. For security reasons and just for record keeping, for the correct file, I need to verify your complete address and date of birth. I can't hear a thing you're saying. Can you please verify your complete address and date of birth? Oh, yes. Uh, 03081988, um, Carman New Hope Road, Monticello, Mississippi, 39654. Thank you for the information. We have your phone number on file, 985-646- 9963. Yes. And your email is Binola601@aol.com. Yes. Okay. And do you know what plan would you like to select, sir? Um, hold on, hold on. I need to look at it. Can I loo- I need to look at it for a second. Can you hold on one moment? Sure. Hello? Hello? Yes, sir. Um, yes, the term life- Am I there? Yes. Uh, term life, and, uh, accidental- Death and dismemberment. ... and death and dismemberment. Cool. Okay. Do you remember- Term life. Anything else? Um- You want, let me see. The, the minimum coverage only, uh, \$15.99. What? What? The MEC, minimum essential coverage. The MEC? Yeah. Minimum- MEC, minimum essential coverage. Essential coverage. I wanna get that too. For \$15.91. This is for employee only, right? Yes. And so, I have the life insurance and the stay healthy. Um, anything else? That'll be all. All right. So, the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be generated in the system. It will be mailed out to you within seven to 10 days- Okay. ... to the address we have on file. Um, since you got the life insurance, who do you want to name your beneficiary? Say that again? Who do you want to name your beneficiary- Oh. ... your beneficiary as your ? Uh... All I need is a first, last name, and the relationship. Hello? Hold on. Uh, yes, hold on one moment. Um, yes, ma'am. I'm back. Can you hear me? Um, hello? Yes. Uh, Lakeisha Newsome? Hello? Yes, I'm here. Yes, Lakeisha Newsome. All right. And what's the relationship? Uh, girlfriend. Right. Okay. Is there anything else I can do for you, sir? No, ma'am. All right. That'll be all. Thank you for giving us a call. Have a great rest of the day. And you said when, uh, when would they be taking it out? Um, we send this information to the temp agency. Yeah. And they will, um, process the information. Okay. And it usually takes about two weeks for the benefits to start. Okay then. All right? All right then, thank you. Yes, ma'am. Thank you for giving us a call. Have a great rest of the day.

### **Conversation Format**

Speaker speaker\_0: Gracias. Thank you for calling Benefits Center, of course. This is speaking. How may I help you?

Speaker speaker\_1: Um, yes, I'm... Um, yes, I'm trying to enroll in benefits.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Say that again?

Speaker speaker\_0: Who do you work for? The name of the staffing agency.

Speaker speaker\_1: Oh, the Temp Staff Agency.

Speaker speaker\_0: Temp?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can I have the last four digits of your social?

Speaker speaker\_1: Uh, 8074.

Speaker speaker\_0: First and last name, sir?

Speaker speaker\_1: Jonathan Carson.

Speaker speaker\_0: Mr. Carson?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security reasons and just for record keeping, for the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: I can't hear a thing you're saying.

Speaker speaker\_0: Can you please verify your complete address and date of birth?

Speaker speaker\_1: Oh, yes. Uh, 03081988, um, Carman New Hope Road, Monticello, Mississippi, 39654.

Speaker speaker\_0: Thank you for the information. We have your phone number on file, 985-646-

Speaker speaker\_1: 9963. Yes.

Speaker speaker\_0: And your email is Binola601@aol.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And do you know what plan would you like to select, sir?

Speaker speaker\_1: Um, hold on, hold on. I need to look at it. Can I loo- I need to look at it for a second. Can you hold on one moment?

Speaker speaker\_0: Sure.

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Um, yes, the term life-

Speaker speaker\_0: Am I there?

Speaker speaker\_1: Yes. Uh, term life, and, uh, accidental-

Speaker speaker\_2: Death and dismemberment.

Speaker speaker\_1: ... and death and dismem- memberment.

Speaker speaker\_2: Cool.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Do you remember-

Speaker speaker\_0: Term life. Anything else?

Speaker speaker\_1: Um-

Speaker speaker\_2: You want, let me see. The, the minimum coverage only, uh, \$15.99.

Speaker speaker\_1: What?

Speaker speaker\_0: What?

Speaker speaker\_2: The MEC, minimum essential coverage.

Speaker speaker\_1: The MEC?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Minimum-

Speaker speaker\_2: MEC, minimum essential coverage.

Speaker speaker\_1: Essential coverage. I wanna get that too.

Speaker speaker\_0: For \$15.91. This is for employee only, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And so, I have the life insurance and the stay healthy. Um, anything else?

Speaker speaker\_1: That'll be all.

Speaker speaker\_0: All right. So, the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be generated in the system. It will be mailed out to you within seven to 10 days-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... to the address we have on file. Um, since you got the life insurance, who do you want to name your beneficiary?

Speaker speaker\_1: Say that again?

Speaker speaker\_2: Who do you want to name your benefici-

Speaker speaker\_0: Oh.

Speaker speaker\_2: ... your beneficiary as your ?

Speaker speaker\_1: Uh...

Speaker speaker\_0: All I need is a first, last name, and the relationship. Hello?

Speaker speaker\_1: Hold on. Uh, yes, hold on one moment. Um, yes, ma'am. I'm back.

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: Um, hello? Yes. Uh, Lakeisha Newsome? Hello?

Speaker speaker\_0: Yes, I'm here.

Speaker speaker\_1: Yes, Lakeisha Newsome.

Speaker speaker\_0: All right. And what's the relationship?

Speaker speaker\_1: Uh, girlfriend.

Speaker speaker\_0: Right. Okay. Is there anything else I can do for you, sir?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right.

Speaker speaker\_1: That'll be all.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: And you said when, uh, when would they be taking it out?

Speaker speaker\_0: Um, we send this information to the temp agency.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And they will, um, process the information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it usually takes about two weeks for the benefits to start.

Speaker speaker\_1: Okay then.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right then, thank you. Yes, ma'am.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.