

## **Transcript: Pamela**

**Blanc-5083682037252096-5340871893139456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0 card, this is Pam- Pamela speaking, how may I help you? Hi there. My name is Harvey Diaz. I wanted to confirm that I have the family benefit plan for health insurance. Who do you work for, sir? Uh, MAU or AFL. Your last four digits of your social? 9121. You say your last name is Diaz? Diaz, D-I-A-Z. All right. Thank you. Mm, Harvey. Okay, um, so can we verify your complete address and date of birth for security reasons? Yeah. To make sure we are qualified. Okay. Okay. 042491... Mm. And then address is 4 Hirshfield Court, Taylor, South Carolina 29687. Thank you. I just want to confirm that, uh, my vision, dental and health has my entire family on it and myself. No problem. Uh, we have a phone number on file, it's 315-8427. Correct. And your EMIS, your first, last name, 900@gmail.com. Yep. Yes. So yes, you are enrolled, yourself and your family. Um- For all- all three benefits, right? Dental, vision and health? Yes, sir. Okay. I just wanted to double-check 'cause it was pretty low cost. I wasn't sure. All right, thank you. Bye-bye. Um, if- yes, if we did- Oh, you know what? Can you give me... Can you... Can I get my... Can you email me my policy information 'cause I h- I went for my cards. I need to go to the dentist. Okay. So your benefits are not active yet. We have not received a premium from your employer. That's what we're waiting on, for your benefits to be active. When- Oh, okay. We did- When do you see the deductions on your payroll? Oh, this paycheck. This paycheck today. Oh, okay. If you like, you could go back on Monday or Tuesday or Wednesday. Oh, it's going to take time. Okay. Yeah, 'cause Monday... Yeah. It usually kicks in the following Monday after you experience your first deduction. So if, um- Okay. Usually 74 hours after, we're able to see the ID card in our system and we'll email- Perfect. ... them to you. If you... I will say- All right. ... just to be sure, give us a call back on Wednesday next week and we must- Okay. We should have your- Thank you. ... ID cards available. All right, bye-bye. Mm-hmm. Bye-bye. Thank you, sir.

### **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 card, this is Pam- Pamela speaking, how may I help you?

Speaker speaker\_2: Hi there. My name is Harvey Diaz. I wanted to confirm that I have the family benefit plan for health insurance.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Uh, MAU or AFL.

Speaker speaker\_1: Your last four digits of your social?

Speaker speaker\_2: 9121.

Speaker speaker\_1: You say your last name is Diaz?

Speaker speaker\_2: Diaz, D-I-A-Z.

Speaker speaker\_1: All right. Thank you. Mm, Harvey. Okay, um, so can we verify your complete address and date of birth for security reasons?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: To make sure we are qualified.

Speaker speaker\_2: Okay. Okay. 042491...

Speaker speaker\_1: Mm.

Speaker speaker\_2: And then address is 4 Hirshfield Court, Taylor, South Carolina 29687.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: I just want to confirm that, uh, my vision, dental and health has my entire family on it and myself.

Speaker speaker\_1: No problem. Uh, we have a phone number on file, it's 315-8427.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your EMIS, your first, last name, 900@gmail.com.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Yes. So yes, you are enrolled, yourself and your family. Um-

Speaker speaker\_2: For all- all three benefits, right? Dental, vision and health?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. I just wanted to double-check 'cause it was pretty low cost. I wasn't sure. All right, thank you. Bye-bye.

Speaker speaker\_1: Um, if- yes, if we did-

Speaker speaker\_2: Oh, you know what? Can you give me... Can you... Can I get my... Can you email me my policy information 'cause I h- I went for my cards. I need to go to the dentist.

Speaker speaker\_1: Okay. So your benefits are not active yet. We have not received a premium from your employer. That's what we're waiting on, for your benefits to be active. When-

Speaker speaker\_2: Oh, okay. We did-

Speaker speaker\_1: When do you see the deductions on your payroll?

Speaker speaker\_2: Oh, this paycheck. This paycheck today.

Speaker speaker\_1: Oh, okay. If you like, you could go back on Monday or Tuesday or Wednesday.

Speaker speaker\_2: Oh, it's going to take time. Okay.

Speaker speaker\_1: Yeah, 'cause Monday... Yeah. It usually kicks in the following Monday after you experience your first deduction. So if, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Usually 74 hours after, we're able to see the ID card in our system and we'll email-

Speaker speaker\_2: Perfect.

Speaker speaker\_1: ... them to you. If you... I will say-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... just to be sure, give us a call back on Wednesday next week and we must-

Speaker speaker\_2: Okay.

Speaker speaker\_1: We should have your-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... ID cards available.

Speaker speaker\_2: All right, bye-bye.

Speaker speaker\_1: Mm-hmm. Bye-bye. Thank you, sir.