

Transcript: Pamela

Blanc-5083870004559872-5811352722784256

Full Transcript

Thank you for calling Bennett Assistance Plan. Pamela speaking, how may I help you? Yes, this is William Jackson. Y'all say y'all declined my, um, insurance coverage. Say what? You decline? With Mega Force. Oh, you want- Yes. ... to decline the benefits? No, I was just trying to find out why y'all declined. Y'all say y'all declining me. May I have the last three digits of your social so I can pull up your file? 42, 27. 42, 47. 40... 42, 27. Uh-huh. One second. And what is your first and last name, sir? Well, it's my last name, Jackson. You said Focus. You said Focus on that, um, staffing agency, right? Say what? The name of the staffing... I can't hear you, say it. Mega Force. Okay. Yeah. Mr., um, Jackson, can we please verify your complete address and date of birth for security reason? It's a link in the file. Uh, 2615 Butler Mill Road, Bladenburg, North Carolina. And what was the date of birth, sir? Uh, 12/29/1965. Thank you. We have a telephone number on file, 910-857-3018. Yes. Okay. So, um, here I see that you are enrolled in the benefits. We haven't- Oh. ... received... Your benefits are not active? It's because we have not received a payment from your employer. But it doesn't show in that we decline anything. Oh, they don't, they don't show y'all declining it though? No, it's just that we have not received you, um, the, uh, the payments from your employer. Oh, okay. All right? Oh. That's why I was just wondering. Okay, since y'all, uh, somebody takes me for this number, so I called it in. All right. Anything else I can do for you, sir? No, that's it. Thank you. All right, thank you for giving us a call. Have a great rest of the day, sir. You say. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Bennett Assistance Plan. Pamela speaking, how may I help you?

Speaker speaker_1: Yes, this is William Jackson. Y'all say y'all declined my, um, insurance coverage.

Speaker speaker_0: Say what? You decline?

Speaker speaker_1: With Mega Force.

Speaker speaker_0: Oh, you want-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to decline the benefits?

Speaker speaker_1: No, I was just trying to find out why y'all declined. Y'all say y'all declining me.

Speaker speaker_0: May I have the last three digits of your social so I can pull up your file?

Speaker speaker_1: 42, 27.

Speaker speaker_0: 42, 47.

Speaker speaker_1: 40... 42, 27.

Speaker speaker_0: Uh-huh. One second. And what is your first and last name, sir?

Speaker speaker_1: Well, it's my last name, Jackson.

Speaker speaker_0: You said Focus. You said Focus on that, um, staffing agency, right?

Speaker speaker_1: Say what?

Speaker speaker_0: The name of the staffing...

Speaker speaker_1: I can't hear you, say it.

Speaker speaker_0: Mega Force. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Mr., um, Jackson, can we please verify your complete address and date of birth for security reason? It's a link in the file.

Speaker speaker_1: Uh, 2615 Butler Mill Road, Bladenburg, North Carolina.

Speaker speaker_0: And what was the date of birth, sir?

Speaker speaker_1: Uh, 12/29/1965.

Speaker speaker_0: Thank you. We have a telephone number on file, 910-857-3018.

Speaker speaker_1: Yes. Okay.

Speaker speaker_0: So, um, here I see that you are enrolled in the benefits. We haven't-

Speaker speaker_1: Oh.

Speaker speaker_0: ... received... Your benefits are not active? It's because we have not received a payment from your employer. But it doesn't show in that we decline anything.

Speaker speaker_1: Oh, they don't, they don't show y'all declining it though?

Speaker speaker_0: No, it's just that we have not received you, um, the, uh, the payments from your employer.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right?

Speaker speaker_1: Oh. That's why I was just wondering. Okay, since y'all, uh, somebody takes me for this number, so I called it in.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: You say. Bye.