

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hi. Um, I just received a call, um, with my previous... Of setting up my coverage, just to include my spouse. I think I missed a step on there. All right. May I have the last four digits of the social and the staffing agency you work for? Yep, it's going to be 3643 with, um, Doherty- 36-Mm-hmm. Okay, 36... Give me one second. No problem. ... there it be. All right, let's see. May I have the... Eh, can you repeat the last four words for me, please? Yes. It's, um, 3643. Thank you. Your first and last name? Ariana Chetta. Miss Chetta, for security reasons, can you please verify your complete address and date of birth? Yep. Um, the address is 110 4th Street Southeast, Apartment 215. That's in Spencer, Iowa. 51301 is the zip code. And my date of birth is 1/29/2003. Thank you for the information. We have- Yep. ... a telephone number on file, 386-237-2858. Yes, that's correct. Okay. Let's see. No way. Okay. Did you receive a call from us? Yes. Okay. Yeah, I just missed it. Okay. Check one, eight... Sorry, system was a little slow. No problem. Still waiting for the system. I'm so sorry. It's okay. Okay, so you went over for your spouse then. Your spouse may... Is it Loretta David? Yes. Eh, may I have her date of birth? Yep, it's 7/13/2001. 7/13/201. And by any chance you have her social? Um, let me go grab it. Give me one minute. Let's see. But, um-Yes, I'm sorry? No, um, I'm waiting. Don't you worry. Okay, sorry about that. Let's see. I just had it. Okay. Okay, I've got it now. Okay, go ahead. It's going to be 65710 1878. 65710 1878. Yes. Okay. So, the benefits will start the following Monday after we receive the first premium from your employer. Then the ID cards will be authorized to generate in the system and will be mailed out to you within seven to 10 days. Okay, perfect. All right. Anything else I could do for you? Nope. Um, I just wanted to make sure that's all I needed on my end too, just in case I'm not missing anything else. No problem. No, ma'am. No, sir. Sorry. Okay. No, you're fine. All right, thank you. Thank you so much. Okay, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I just received a call, um, with my previous... Of setting up my coverage, just to include my spouse. I think I missed a step on there.

Speaker speaker_0: All right. May I have the last four digits of the social and the staffing agency you work for?

Speaker speaker_1: Yep, it's going to be 3643 with, um, Doherty-

Speaker speaker_0: 36-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, 36... Give me one second.

Speaker speaker_1: No problem.

Speaker speaker_0: ... there it be. All right, let's see. May I have the... Eh, can you repeat the last four words for me, please?

Speaker speaker_1: Yes. It's, um, 3643.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Ariana Chetta.

Speaker speaker_0: Miss Chetta, for security reasons, can you please verify your complete address and date of birth?

Speaker speaker_1: Yep. Um, the address is 110 4th Street Southeast, Apartment 215. That's in Spencer, Iowa. 51301 is the zip code. And my date of birth is 1/29/2003.

Speaker speaker_0: Thank you for the information. We have-

Speaker speaker_1: Yep.

Speaker speaker_0: ... a telephone number on file, 386-237-2858.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. Let's see. No way. Okay. Did you receive a call from us?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I just missed it.

Speaker speaker_0: Okay. Check one, eight... Sorry, system was a little slow.

Speaker speaker_1: No problem.

Speaker speaker_0: Still waiting for the system. I'm so sorry.

Speaker speaker_1: It's okay.

Speaker speaker_0: Okay, so you went over for your spouse then. Your spouse may... Is it Loretta David?

Speaker speaker_1: Yes.

Speaker speaker_0: Eh, may I have her date of birth?

Speaker speaker_1: Yep, it's 7/13/2001.

Speaker speaker_0: 7/13/201. And by any chance you have her social?

Speaker speaker_1: Um, let me go grab it. Give me one minute. Let's see. But, um-

Speaker speaker_2: Yes, I'm sorry?

Speaker speaker_3: No, um, I'm waiting. Don't you worry.

Speaker speaker_2: Okay, sorry about that.

Speaker speaker_3: Let's see. I just had it. Okay.

Speaker speaker_2: Okay, I've got it now.

Speaker speaker_3: Okay, go ahead.

Speaker speaker_2: It's going to be 65710 1878.

Speaker speaker_3: 65710 1878.

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. So, the benefits will start the following Monday after we receive the first premium from your employer. Then the ID cards will be authorized to generate in the system and will be mailed out to you within seven to 10 days.

Speaker speaker_2: Okay, perfect.

Speaker speaker_3: All right. Anything else I could do for you?

Speaker speaker_2: Nope. Um, I just wanted to make sure that's all I needed on my end too, just in case I'm not missing anything else.

Speaker speaker_3: No problem. No, ma'am. No, sir. Sorry.

Speaker speaker_2: Okay. No, you're fine.

Speaker speaker_3: All right, thank you.

Speaker speaker_2: Thank you so much.

Speaker speaker_3: Okay, bye-bye.