

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits CenterPart. This is Pamela speaking. How may I assist you? Hi, I was just on the phone with somebody else. They had already had like my account like getting searched, and I literally just hung up the phone like 40 seconds ago. Do you remember- But- ... the name of the person you were speaking with? Oh my gosh. No, I really don't. Give me one second. Um. And who do you work for? But my name is... My name is Samuel Johnson. I work for Archer Daniel Manufacturing. The staffing agency? That's the name? The name of my job is Archer, Archer Daniel Manufacturer. Let me see if the person that you spoke with is available. If not, I will do my best to call for you. Oh, I'm sorry. You got connected to my caller real quick. What was that? Okay, so did the person that you spoke with was a... Uh, you got disconnected or what happened? Yeah, I had... I was walking out my house and I accidentally, my thumb hit the end button. Okay. Yeah, I tried to call- I'm gonna need- ... 911, but I kept... I had a... called one inside of it. Okay. I'm only gonna need the last four digits of your Socials to be able to pull up your file. Okay. 9788. Okay. Okay, Mrs. Jones. Mrs. Jones, can we verify your address and date of birth for security reasons to make sure I am in the correct address? Yeah. Yeah. Address, 20 4th Avenue Northwest. My date of birth is 1/12/96. Thank you for the information. We have a telephone number on file. Okay. It's 507-600-0414. SamuelJohnson94 at gmail is your email. Yeah. And what is it that you need help with? Uh, I'm just trying to figure out if my insurance is active or not. You, you are not enrolled in the benefits. Your last day of coverage was back in August 2024. Okay. Um, is there any way I, I can, uh, set that back up? Yeah, it could reinstate the benefit. Okay. Thank you so much. It takes one to two weeks for the benefits to restart. Okay, yeah. Fine. That's fine? Okay. Um. So I believe we got it. Yeah, you're gonna be able to use... Let me double-check. Hello? Um, you will be getting new ID card. I will be getting new ID cards? Yes, sir. Okay. Anything else I could do for you? Uh, no. So, so that's it? Like, uh, I was talking to the other... Uh, because I called a different number before that and she was saying that I might have to like pay again or something. What do you mean pay? Like pay for like the insurance, like for the... to get reinstated in, so I, I don't have to pay again, it will just come out of my pay checks, right? Yeah, it will come out of your paycheck. Okay. It'll take about two weeks for the whole process. We will send this information to your employer. Okay. And then I shouldn't have to do anything else from there, right? No, sir. Okay. Awesome. Thank you so much. No problem. Thank you for giving us a call. Have a great rest of the day. Yeah, you too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits CenterPart. This is Pamela speaking. How may I assist you?

Speaker speaker_1: Hi, I was just on the phone with somebody else. They had already had like my account like getting searched, and I literally just hung up the phone like 40 seconds ago.

Speaker speaker_0: Do you remember-

Speaker speaker_1: But-

Speaker speaker_0: ... the name of the person you were speaking with?

Speaker speaker_1: Oh my gosh. No, I really don't.

Speaker speaker_0: Give me one second. Um. And who do you work for?

Speaker speaker_1: But my name is... My name is Samuel Johnson. I work for Archer Daniel Manufacturing.

Speaker speaker_0: The staffing agency? That's the name?

Speaker speaker_1: The name of my job is Archer, Archer Daniel Manufacturer.

Speaker speaker_0: Let me see if the person that you spoke with is available. If not, I will do my best to call for you.

Speaker speaker_1: Oh, I'm sorry. You got connected to my caller real quick. What was that?

Speaker speaker_0: Okay, so did the person that you spoke with was a... Uh, you got disconnected or what happened?

Speaker speaker_1: Yeah, I had... I was walking out my house and I accidentally, my thumb hit the end button.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I tried to call-

Speaker speaker_0: I'm gonna need-

Speaker speaker_1: ... 911, but I kept... I had a... called one inside of it.

Speaker speaker_0: Okay. I'm only gonna need the last four digits of your Socials to be able to pull up your file.

Speaker speaker_1: Okay. 9788.

Speaker speaker_0: Okay. Okay, Mrs. Jones. Mrs. Jones, can we verify your address and date of birth for security reasons to make sure I am in the correct address?

Speaker speaker_1: Yeah. Yeah. Address, 20 4th Avenue Northwest. My date of birth is 1/12/96.

Speaker speaker_0: Thank you for the information. We have a telephone number on file.

Speaker speaker_1: Okay.

Speaker speaker_0: It's 507-600-0414. SamuelJohnson94 at gmail is your email.

Speaker speaker_1: Yeah.

Speaker speaker_0: And what is it that you need help with?

Speaker speaker_1: Uh, I'm just trying to figure out if my insurance is active or not.

Speaker speaker_0: You, you are not enrolled in the benefits. Your last day of coverage was back in August 2024.

Speaker speaker_1: Okay. Um, is there any way I, I can, uh, set that back up?

Speaker speaker_0: Yeah, it could reinstate the benefit.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: It takes one to two weeks for the benefits to restart.

Speaker speaker_1: Okay, yeah. Fine.

Speaker speaker_0: That's fine? Okay. Um. So I believe we got it. Yeah, you're gonna be able to use... Let me double-check.

Speaker speaker_1: Hello?

Speaker speaker_0: Um, you will be getting new ID card.

Speaker speaker_1: I will be getting new ID cards?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: Uh, no. So, so that's it? Like, uh, I was talking to the other... Uh, because I called a different number before that and she was saying that I might have to like pay again or something.

Speaker speaker_0: What do you mean pay?

Speaker speaker_1: Like pay for like the insurance, like for the... to get reinstated in, so I, I don't have to pay again, it will just come out of my pay checks, right?

Speaker speaker_0: Yeah, it will come out of your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: It'll take about two weeks for the whole process. We will send this information to your employer.

Speaker speaker_1: Okay. And then I shouldn't have to do anything else from there, right?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay. Awesome. Thank you so much.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Yeah, you too. Bye.

Speaker speaker_0: Bye.