

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Pamela speaking. How may I help you? Hi, yes, um, this is Caleia Thomas. Okay, how may I help you? Um, I was calling to see about my benefits and stuff. Who do you work for, ma'am? Kimberly Clark, MAU. Can I have the last four digits of your Social? 8162. This is... Thomas your last name. Mm-hmm. I think I... Okay. Yeah, Miss Thomas, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth? 2712 Carterton Court, Hester, Georgia 30815. August 24th, 2005. Thank you for the information. Mm-hmm. We have a telephone number on file, um, 762-218-8617. Uh-huh. Mm-hmm. Okay, so I called you today to let you know that, um, you was enrolled in the life insurance by mistake instead of the vision. Mm-hmm. Um, we have requested a refund for what you have paid for the life insurance, and we enrolled you in the vision plan. Mm-hmm. Okay. Um, so now we have sent the information to your employer. It usually takes about a week or so for them to process all the information and start deducting the payment from your paycheck. Mm-hmm. Um, and that's all it's, we're gonna be waiting for, for them to start deducting your, um, premium and then, um, your benefits will be after. And the refund, you, uh, I do not have a time frame, but it will go back to your check. Okay. I will, um... You will see, your premium is \$11.61 now, so as soon as you see that deduction on your payroll- Mm-hmm. ... the following Monday, the benefits are active. Okay. All right? Mm-hmm. Anything else I can do for you? No. And I'm really sorry for the inconvenience that this might cause you. It's okay. No, no, I got it. All right, thank you for giving us a call. Have a wonderful rest of your day. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, yes, um, this is Caleia Thomas.

Speaker speaker\_1: Okay, how may I help you?

Speaker speaker\_2: Um, I was calling to see about my benefits and stuff.

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_2: Kimberly Clark, MAU.

Speaker speaker\_1: Can I have the last four digits of your Social?

Speaker speaker\_2: 8162.

Speaker speaker\_1: This is... Thomas your last name.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I think I... Okay. Yeah, Miss Thomas, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 2712 Carterton Court, Hester, Georgia 30815. August 24th, 2005.

Speaker speaker\_1: Thank you for the information.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We have a telephone number on file, um, 762-218-8617.

Speaker speaker\_2: Uh-huh. Mm-hmm.

Speaker speaker\_1: Okay, so I called you today to let you know that, um, you was enrolled in the life insurance by mistake instead of the vision.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, we have requested a refund for what you have paid for the life insurance, and we enrolled you in the vision plan.

Speaker speaker\_2: Mm-hmm. Okay.

Speaker speaker\_1: Um, so now we have sent the information to your employer. It usually takes about a week or so for them to process all the information and start deducting the payment from your paycheck.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, and that's all it's, we're gonna be waiting for, for them to start deducting your, um, premium and then, um, your benefits will be after. And the refund, you, uh, I do not have a time frame, but it will go back to your check.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I will, um... You will see, your premium is \$11.61 now, so as soon as you see that deduction on your payroll-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the following Monday, the benefits are active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_2: No.

Speaker speaker\_1: And I'm really sorry for the inconvenience that this might cause you.

Speaker speaker\_2: It's okay. No, no, I got it.

Speaker speaker\_1: All right, thank you for giving us a call. Have a wonderful rest of your day.

Speaker speaker\_2: Thank you. You too.