Transcript: Pamela Blanc-5336165781389312-4547785946611712

Full Transcript

This is Pamela speaking. Hello? Oh, point A Hello cards, this is Pamela speaking. How may I help you? Hi. Um, I was just trying to access my account and it said it was disabled. Who do you work for, ma'am? I'm sorry? Who do you work for? Um, Versella's. And the last four digits of your social? 1718. First and last name? Jocelyn Beltran. Ms. Beltran, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Um, it's February 4th, 2004 and it's 1944 West Thunderbird Road, Phoenix, Arizona. Do you know the ZIP code of your area? Yeah, it's 85023. Thank you for the information. We have a phone number on file, 6- 602-651-4001, and your email is jossey w- do- I'm sorry, with double y at the end.icorecall.com? Yes. Yes. Okay. So... So I see that your benefits became effective last week. And did you work on last week's? Yes. Because today, we- your benefits seem like they're not active. They are not active. We have not received your premium from your employer. Um- My what? The premium, the payment from your, uh, employer. Do you see that they took it out on the paycheck? Did you check? Of my- Yeah, they did. Okay. Maybe it's because it's, um, the time of the day and it's Monday. We usually receive that information over the weekend, but it's not showing in our end. I don't know if you want to contact them and see the reason why, uh, we haven't received it. But as for right now, the benefit's showing not active. Okay. Thank you. Okay. And now that I have you, Ms. Beltran, in- on the line, do you do have someone, um, I mean, I'm sorry, you do have the turn lights. Do you want to add your beneficiary? Um, not at the moment. The only thing... Am I able to add someone later on? Oh sure, yes. Yeah, no problem. Okay, yeah, I'll do that then. Mm, okay, no problem. Anything else I could do for you? No, it's just that. Thank you. All right.

Conversation Format

Speaker speaker_0: This is Pamela speaking.

Speaker speaker_1: Hello?

Speaker speaker_0: Oh, point A Hello cards, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I was just trying to access my account and it said it was disabled.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Um, Versella's.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 1718.

Speaker speaker_0: First and last name?

Speaker speaker_1: Jocelyn Beltran.

Speaker speaker_0: Ms. Beltran, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Um, it's February 4th, 2004 and it's 1944 West Thunderbird Road, Phoenix, Arizona.

Speaker speaker_0: Do you know the ZIP code of your area?

Speaker speaker_1: Yeah, it's 85023.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 6-602-651-4001, and your email is jossey w- do- I'm sorry, with double y at the end.icorecall.com?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. So... So I see that your benefits became effective last week. And did you work on last week's?

Speaker speaker_1: Yes.

Speaker speaker_0: Because today, we- your benefits seem like they're not active. They are not active. We have not received your premium from your employer. Um-

Speaker speaker_1: My what?

Speaker speaker_0: The premium, the payment from your, uh, employer. Do you see that they took it out on the paycheck? Did you check?

Speaker speaker_1: Of my- Yeah, they did.

Speaker speaker_0: Okay. Maybe it's because it's, um, the time of the day and it's Monday. We usually receive that information over the weekend, but it's not showing in our end. I don't know if you want to contact them and see the reason why, uh, we haven't received it. But as for right now, the benefit's showing not active.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. And now that I have you, Ms. Beltran, in- on the line, do you do have someone, um, I mean, I'm sorry, you do have the turn lights. Do you want to add your beneficiary?

Speaker speaker_1: Um, not at the moment.

Speaker speaker_0: The only thing...

Speaker speaker_1: Am I able to add someone later on?

Speaker speaker_0: Oh sure, yes. Yeah, no problem.

Speaker speaker_1: Okay, yeah, I'll do that then.

Speaker speaker_0: Mm, okay, no problem. Anything else I could do for you?

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

Speaker speaker_0: All right.