

Transcript: Pamela

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Full Transcript

To fulfill benefits and apply the... Pamela, I'm speaking with you. Hello? This is Pamela speaking. Hello? How can I help you? Oh, okay. Uh, yes, my name is Tomerdrick Wright. Uh, I work for MAU. Um, when I first started the job, I had signed up for the insurance but, uh, I've had this job for two months now and I, I noticed I wasn't getting all the benefits for the, uh, insurance. So I was trying to, um, see if I'm covered under the insurance or not. Okay. Let me get the, um, the last four digits of your Social so I can pull up your file. 7556. 7556? Yes. And your first and last name, sir? Tomerdrick Wright. T-O-M-E-R-D-R-I-C-K. Last name, Wright, W-R-I-G-T. And Mr. Wright, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of, date of birth. All right. 357 Hillandale Road, Apartment 202. And where is this address located? And your date of birth? Greenview South Carolina. And the date of birth, sir, I've got in here. 7/23/'83. That's not a year we have on file. Sir? 7/23/1983? No. Oh, nothing. So wait. That's weird, that's, that's my birthday, so... Okay. I see. It was an error and... Yes, sir. Send the information in. All right. Um, we have a telephone number on file, 864-329-7607. Yes, ma'am. Is your zip code 29609? Yes, ma'am, it is. Okay. So, we have here a form from January 23rd of this year where you choose not to participate in the benefit. In January. No, I had just started job, like, two months ago. Like, when I went, just had did, I did an orientation class. But we haven't received any information that you want to enroll in the benefits. All, the only thing we have is that, um, form stating that you do not want to enroll. That was in January 23rd. Oh, yeah, that was for my first job. Uh, excuse me. That was my first job or something I had went to. I didn't want it because it was, like, a temporary assignment and this one is a long term, so I, I applied for it, doing an orientation class- Wait, so... ... for the job I'm on. So you got hired through the company? No, no, no. This, this is a different job, a different job assignment I'm on now. Okay. I just started that one this February. But we still didn't receive anything stating you wanted to enroll. Oh, okay, okay, that was- In that case, you're going to have to talk to talk to MAU. Okay, ma'am. All right? Anything else I can do for you, sir? No, thank you. All right. Bye-bye. No, ma'am, that's it. I appreciate it. Yes, thank you. Have a great rest of the day, sir. All right.

Conversation Format

Speaker speaker_0: To fulfill benefits and apply the... Pamela, I'm speaking with you.

Speaker speaker_1: Hello?

Speaker speaker_0: This is Pamela speaking.

Speaker speaker_1: Hello?

Speaker speaker_0: How can I help you?

Speaker speaker_1: Oh, okay. Uh, yes, my name is Tomerdrick Wright. Uh, I work for MAU. Um, when I first started the job, I had signed up for the insurance but, uh, I've had this job for two months now and I, I noticed I wasn't getting all the benefits for the, uh, insurance. So I was trying to, um, see if I'm covered under the insurance or not.

Speaker speaker_0: Okay. Let me get the, um, the last four digits of your Social so I can pull up your file.

Speaker speaker_1: 7556.

Speaker speaker_0: 7556?

Speaker speaker_1: Yes.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Tomerdrick Wright. T-O-M-E-R-D-R-I-C-K. Last name, Wright, W-R-I-G-T.

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

Speaker speaker_1: All right. 357 Hillandale Road, Apartment 202.

Speaker speaker_0: And where is this address located? And your date of birth?

Speaker speaker_1: Greenvew South Carolina.

Speaker speaker_0: And the date of birth, sir, I've got in here.

Speaker speaker_1: 7/23/83.

Speaker speaker_0: That's not a year we have on file. Sir?

Speaker speaker_1: 7/23/1983?

Speaker speaker_0: No.

Speaker speaker_1: Oh, nothing. So wait. That's weird, that's, that's my birthday, so...

Speaker speaker_0: Okay. I see. It was an error and...

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Send the information in. All right. Um, we have a telephone number on file, 864-329-7607.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Is your zip code 29609?

Speaker speaker_1: Yes, ma'am, it is.

Speaker speaker_0: Okay. So, we have here a form from January 23rd of this year where you choose not to participate in the benefit.

Speaker speaker_1: In January. No, I had just started job, like, two months ago. Like, when I went, just had did, I did an orientation class.

Speaker speaker_0: But we haven't received any information that you want to enroll in the benefits. All, the only thing we have is that, um, form stating that you do not want to enroll. That was in January 23rd.

Speaker speaker_1: Oh, yeah, that was for my first job. Uh, excuse me. That was my first job or something I had went to. I didn't want it because it was, like, a temporary assignment and this one is a long term, so I, I applied for it, doing an orientation class-

Speaker speaker_0: Wait, so...

Speaker speaker_1: ... for the job I'm on.

Speaker speaker_0: So you got hired through the company?

Speaker speaker_1: No, no, no. This, this is a different job, a different job assignment I'm on now.

Speaker speaker_0: Okay.

Speaker speaker_1: I just started that one this February.

Speaker speaker_0: But we still didn't receive anything stating you wanted to enroll.

Speaker speaker_1: Oh, okay, okay, that was-

Speaker speaker_0: In that case, you're going to have to talk to talk to MAU.

Speaker speaker_1: Okay, ma'am.

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

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: No, ma'am, that's it. I appreciate it.

Speaker speaker_0: Yes, thank you. Have a great rest of the day, sir.

Speaker speaker_1: All right.