

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Credit Card. This is Pamela speaking. How may I help... Hello. They send me a message like I should call this message, uh, this number to get a pay. To get a what, sir? To, to... I couldn't hear that. They, they sent me a message this morning. Uh-huh. And this number was on it. They told me to call it if I wanna get a pay, if I wish to get a pay. Well, we are the administrator for health insurance. Oh. It's nothing to do with your pay. Oh, really? Mm-hmm. I can send you the message back. I'm like, you know, "I just get a message, call this number if you, if you wish to get a pay." I'm like, "Of course, I gotta get a pay." No, it's not about- I gotta get a pay. What happened? So... It's health insurance. I thought... I was excited like I'm getting some free money. You know, fuck. Hey. I don't- Don't be myself. No, sir. It's health insurance. Oh, health insurance? Yes. That's crazy. For a staffing agency. Mm-hmm. Oh, from somewhere? Staffing- A staffing agency. Like Crown Staffing? Yes, we do represent Crown. Exactly. I, I used to work for them. I still work for them. But if... Okay, if- Mm-hmm. We represent them- Yeah. ... for their health insurance. We don't have nothing to do with the payments or any- Or, or maybe- ... money you're gonna get. Okay? Or, or maybe it is... No, I'm not talking about money. Maybe it is like for my health insurance. Maybe. Because I've been- How long have you been working for us? Maybe a year. Uh, almost like eight months. They give me a lot of job. Jessica used to give me a lot of job, but I still work at the Champion Window, and they give me the job. I'm, like, there now for nine months. Yeah, almost. 'Cause I know Crown will auto-enroll you in the health benefits. Mm-hmm. Um, if you don't decline it. Mm-hmm. The only way you get a call or a text from us is either at the, it's time to enroll, you're open enrollment, or if you are enrolled- Oh. ... and we didn't receive the payment- Yeah. ... it will say lapse in coverage. But other than that- It wasn't... Hmm. The message was like this. That's what they say. All right, but no. It's regarding the health insurance, sir. I ain't got any information over there? In my name? I will have to look it up. Let me get the last four digits of your Social. 6098. 409A? Yeah. Hmm. Even I cannot get money, I get insurance. Yes. May I have your first and last name? Abdullahi Jawara. Abdullahi Jawara. Okay, Mr. Jawara. Yeah, that is my name. We need to verify your complete address and date of birth for security reasons, and to make sure we are in the correct file. Okay. The address will be like 11373 Little Myrtle. Um, and what else? My date of birthday, January 31st, 1998. And what is the city and state you are located, sir? I'm in Cincinnati. It's the ZIP code 45246? Exactly. Okay. You got it. So... Mm-hmm. This text is for you to send us money, so for you to give us money. Well maybe you can- No, I'm not, I'm not sending money right now. I ain't got no money to send now. Like, I gotta get... Nah. Okay. No, um, you were auto-enrolled in the health insurance and- Yeah. But we haven't received a payment for this week, so that's why you got that text. And I gotta pay? No. If you're not using the benefits, you don't have to. Oh. When you go back to work there, if it's less than four weeks, you will be reinstated. I

mean, they will be- Okay. Mm-hmm. They will take it out of your check. You should be receiving your ID card sometime this week or next week. Exactly. They, they sent it to me. I got it. I got a ID. Oh, you got it already? Yeah. So that's- I got a ID and stuff. That's the reason why you got the text. Oh, and now what I'm going to do with the ID and all this stuff? Well, if you wanna use the benefits, first they have to be active again. And on the ID card you received, there should be a phone number- Mm-hmm. ... you can call and you will be able to find which provider is in your area. Oh. It's like a health insurance and it works. I can use it like, how? That's what, that's what I wanna know. You're not happy with it? I never had health, health insurance in my life. Right now, they not active. Oh. No? How I can use it? Well, we have either if you want to pay for it or you wait until your company start deducting the money again. Okay, I think it's, it's gonna be better. Yeah. It'll be better if I wait. No problem. Just make sure, if you wanna use it, just make sure to give us a call to make sure them, they are active. All right? What is this? Say again, please. Mm-hmm. Before you use it, if you would like to give us a call just to make sure they active. Hmm.If I wanna do that. Okay. Huh? You say if I wanna make sure for? Because your benefits are not active now, sir. But maybe- So, if you- Mm-hmm. Huh? I didn't understand you. Say what? So, your benefits are not active. If you use it, you will not gonna be covered. Oh. Because we're now refusing the payment, that's why you got that text. Oh, and the payment should come from company? So, yes, unless you wanna pay for it. Oh. That mean right now if I use it, I'm not going to be covered? You would not... No, sir. Sad. Okay. I'm not going to use it. No. Is there anything else I can do for you, sir? Not if you got some money for me. Well, we are in the same situation. What is it? Say again. I said, we are in the same situation. I need money too. Well... I'm telling you, I was in the bed seeing this message, I'm like, "I will take my time, take shower, relax and call this number." Oh. You know? Try Guy, you know? Oh, wow. All right. Just disappointed. All right. Thank you for giving us a call today, sir. Have a great rest of the day. Really, you gotta leave me like this? Well, I have other members that waiting on the line. Let them wait. They got the same fake message. They just doing very bad with my- I don't know. No, proba- probably not. Probably they need help using their benefits. Oh, you can see my number? On your phone or in your... Yes, I can. Okay. Do whatever you want with my number. No problem, sir. Okay. All right, have a good one. I have to get your message. Be safe. All right, you too, sir. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Credit Card. This is Pamela speaking. How may I help...

Speaker speaker_1: Hello. They send me a message like I should call this message, uh, this number to get a pay.

Speaker speaker_0: To get a what, sir?

Speaker speaker_1: To, to...

Speaker speaker_0: I couldn't hear that.

Speaker speaker_1: They, they sent me a message this morning.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And this number was on it. They told me to call it if I wanna get a pay, if I wish to get a pay.

Speaker speaker_0: Well, we are the administrator for health insurance.

Speaker speaker_1: Oh.

Speaker speaker_0: It's nothing to do with your pay.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I can send you the message back. I'm like, you know, "I just get a message, call this number if you, if you wish to get a pay." I'm like, "Of course, I gotta get a pay."

Speaker speaker_0: No, it's not about-

Speaker speaker_1: I gotta get a pay. What happened? So...

Speaker speaker_0: It's health insurance.

Speaker speaker_1: I thought... I was excited like I'm getting some free money. You know, fuck.

Speaker speaker_0: Hey.

Speaker speaker_1: I don't-

Speaker speaker_0: Don't be myself. No, sir. It's health insurance.

Speaker speaker_1: Oh, health insurance?

Speaker speaker_0: Yes.

Speaker speaker_1: That's crazy.

Speaker speaker_0: For a staffing agency. Mm-hmm.

Speaker speaker_1: Oh, from somewhere? Staffing-

Speaker speaker_0: A staffing agency.

Speaker speaker_1: Like Crown Staffing?

Speaker speaker_0: Yes, we do represent Crown.

Speaker speaker_1: Exactly. I, I used to work for them. I still work for them.

Speaker speaker_0: But if... Okay, if-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We represent them-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... for their health insurance. We don't have nothing to do with the payments or any-

Speaker speaker_1: Or, or maybe-

Speaker speaker_0: ... money you're gonna get. Okay?

Speaker speaker_1: Or, or maybe it is... No, I'm not talking about money. Maybe it is like for my health insurance. Maybe. Because I've been-

Speaker speaker_0: How long have you been working for us?

Speaker speaker_1: Maybe a year. Uh, almost like eight months. They give me a lot of job. Jessica used to give me a lot of job, but I still work at the Champion Window, and they give me the job. I'm, like, there now for nine months. Yeah, almost.

Speaker speaker_0: 'Cause I know Crown will auto-enroll you in the health benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, if you don't decline it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The only way you get a call or a text from us is either at the, it's time to enroll, you're open enrollment, or if you are enrolled-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and we didn't receive the payment-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it will say lapse in coverage. But other than that-

Speaker speaker_1: It wasn't... Hmm. The message was like this. That's what they say.

Speaker speaker_0: All right, but no. It's regarding the health insurance, sir.

Speaker speaker_1: I ain't got any information over there? In my name?

Speaker speaker_0: I will have to look it up. Let me get the last four digits of your Social.

Speaker speaker_1: 6098.

Speaker speaker_0: 409A?

Speaker speaker_1: Yeah. Hmm. Even I cannot get money, I get insurance. Yes.

Speaker speaker_0: May I have your first and last name?

Speaker speaker_1: Abdullahi Jawara. Abdullahi Jawara.

Speaker speaker_0: Okay, Mr. Jawara.

Speaker speaker_1: Yeah, that is my name.

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

Speaker speaker_1: Okay. The address will be like 11373 Little Myrtle. Um, and what else? My date of birthday, January 31st, 1998.

Speaker speaker_0: And what is the city and state you are located, sir?

Speaker speaker_1: I'm in Cincinnati.

Speaker speaker_0: It's the ZIP code 45246?

Speaker speaker_1: Exactly.

Speaker speaker_0: Okay.

Speaker speaker_1: You got it.

Speaker speaker_0: So...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: This text is for you to send us money, so for you to give us money. Well maybe you can-

Speaker speaker_1: No, I'm not, I'm not sending money right now. I ain't got no money to send now. Like, I gotta get... Nah.

Speaker speaker_0: Okay. No, um, you were auto-enrolled in the health insurance and-

Speaker speaker_1: Yeah.

Speaker speaker_0: But we haven't received a payment for this week, so that's why you got that text.

Speaker speaker_1: And I gotta pay?

Speaker speaker_0: No. If you're not using the benefits, you don't have to.

Speaker speaker_1: Oh.

Speaker speaker_0: When you go back to work there, if it's less than four weeks, you will be reinstated. I mean, they will be-

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: They will take it out of your check. You should be receiving your ID card sometime this week or next week.

Speaker speaker_1: Exactly. They, they sent it to me. I got it. I got a ID.

Speaker speaker_0: Oh, you got it already? Yeah. So that's-

Speaker speaker_1: I got a ID and stuff.

Speaker speaker_0: That's the reason why you got the text.

Speaker speaker_1: Oh, and now what I'm going to do with the ID and all this stuff?

Speaker speaker_0: Well, if you wanna use the benefits, first they have to be active again. And on the ID card you received, there should be a phone number-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you can call and you will be able to find which provider is in your area.

Speaker speaker_1: Oh. It's like a health insurance and it works. I can use it like, how? That's what, that's what I wanna know.

Speaker speaker_0: You're not happy with it?

Speaker speaker_1: I never had health, health insurance in my life.

Speaker speaker_0: Right now, they not active.

Speaker speaker_1: Oh. No? How I can use it?

Speaker speaker_0: Well, we have either if you want to pay for it or you wait until your company start deducting the money again.

Speaker speaker_1: Okay, I think it's, it's gonna be better. Yeah. It'll be better if I wait.

Speaker speaker_0: No problem. Just make sure, if you wanna use it, just make sure to give us a call to make sure them, they are active. All right?

Speaker speaker_1: What is this? Say again, please. Mm-hmm.

Speaker speaker_0: Before you use it, if you would like to give us a call just to make sure they active.

Speaker speaker_1: Hmm.If I wanna do that.

Speaker speaker_0: Okay. Huh?

Speaker speaker_1: You say if I wanna make sure for?

Speaker speaker_0: Because your benefits are not active now, sir.

Speaker speaker_1: But maybe-

Speaker speaker_0: So, if you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Huh?

Speaker speaker_1: I didn't understand you. Say what?

Speaker speaker_0: So, your benefits are not active. If you use it, you will not gonna be covered.

Speaker speaker_1: Oh.

Speaker speaker_0: Because we're now refusing the payment, that's why you got that text.

Speaker speaker_1: Oh, and the payment should come from company?

Speaker speaker_0: So, yes, unless you wanna pay for it.

Speaker speaker_1: Oh. That mean right now if I use it, I'm not going to be covered?

Speaker speaker_0: You would not... No, sir.

Speaker speaker_1: Sad. Okay. I'm not going to use it.

Speaker speaker_0: No. Is there anything else I can do for you, sir?

Speaker speaker_1: Not if you got some money for me.

Speaker speaker_0: Well, we are in the same situation.

Speaker speaker_1: What is it? Say again.

Speaker speaker_0: I said, we are in the same situation. I need money too.

Speaker speaker_1: Well... I'm telling you, I was in the bed seeing this message, I'm like, "I will take my time, take shower, relax and call this number."

Speaker speaker_0: Oh.

Speaker speaker_1: You know? Try Guy, you know?

Speaker speaker_0: Oh, wow. All right.

Speaker speaker_1: Just disappointed.

Speaker speaker_0: All right. Thank you for giving us a call today, sir. Have a great rest of the day.

Speaker speaker_1: Really, you gotta leave me like this?

Speaker speaker_0: Well, I have other members that waiting on the line.

Speaker speaker_1: Let them wait. They got the same fake message. They just doing very bad with my-

Speaker speaker_0: I don't know. No, proba- probably not. Probably they need help using their benefits.

Speaker speaker_1: Oh, you can see my number? On your phone or in your...

Speaker speaker_0: Yes, I can.

Speaker speaker_1: Okay. Do whatever you want with my number.

Speaker speaker_0: No problem, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, have a good one.

Speaker speaker_1: I have to get your message. Be safe.

Speaker speaker_0: All right, you too, sir.

Speaker speaker_1: Bye.