

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Unicard. This is Pamela speaking. How may I help you? Uh, my name is Anebo Dakize. Huh? Uh, I have seen... My name is Anebo Dakize. Yes, ma'am. Tell me what you need help with today. Uh, I have seen your message, I have seen your message which saying that, uh, which saying that I will be enrolled in EM, EC, Tele within some days, so and they, they show me the number to change before. Mm. Within, within, within, uh, 30 days, before 30 days. So I don't know what does it, what does it mean, this message? Okay. So we are the administrators for health insurance. Are you working for a staffing agency? Yes, I'm working in, uh, Foretia. Who do you work for? Foretia. What's the name? Foretia. Foretia. Foretia? That's the name of the staffing agency? Yes, um, well the name of company Foretia, you know Foretia in Franklin? I, I can't, um... Hold on. Uh-huh. You mean search? Yes, I, search and... Okay, so do you want to enroll in the benefits or not? Yeah, that's what I want. I want more clarification about that. You want more information? Yeah. Okay, so those are health benefits. You pay for it every week. Uh-huh. Uh, the one that they auto enroll you. How much? \$15.16. Hmm. That's what you're going to pay for the benefits, if you want to keep it. It's a preventive care plan. If you go to the doctor, you pay for the doctor's visit. Um. And the insurance is going to cover the procedures if they are preventive. Oh, what if we don't, what if we don't join that? What, what's going to happen? It's not mandatory. If you don't want it, we could cancel it. Oh. Well, thank you for your clarification. No problem. Anything else I can do for you, sir? Um, no. Thank you. All right. Bye-bye. Bye-bye. Take care.

Conversation Format

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

Speaker speaker_1: Uh, my name is Anebo Dakize.

Speaker speaker_0: Huh?

Speaker speaker_1: Uh, I have seen... My name is Anebo Dakize.

Speaker speaker_0: Yes, ma'am. Tell me what you need help with today.

Speaker speaker_1: Uh, I have seen your message, I have seen your message which saying that, uh, which saying that I will be enrolled in EM, EC, Tele within some days, so and they, they show me the number to change before.

Speaker speaker_0: Mm.

Speaker speaker_1: Within, within, within, uh, 30 days, before 30 days. So I don't know what does it, what does it mean, this message?

Speaker speaker_0: Okay. So we are the administrators for health insurance. Are you working for a staffing agency?

Speaker speaker_1: Yes, I'm working in, uh, Foretia.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Foretia.

Speaker speaker_0: What's the name?

Speaker speaker_1: Foretia. Foretia. Foretia.

Speaker speaker_0: Foretia? That's the name of the staffing agency?

Speaker speaker_1: Yes, um, well the name of company Foretia, you know Foretia in Franklin?

Speaker speaker_0: I, I can't, um... Hold on.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: You mean search?

Speaker speaker_1: Yes, I, search and...

Speaker speaker_0: Okay, so do you want to enroll in the benefits or not?

Speaker speaker_1: Yeah, that's what I want. I want more clarification about that.

Speaker speaker_0: You want more information?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so those are health benefits. You pay for it every week.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Uh, the one that they auto enroll you.

Speaker speaker_1: How much?

Speaker speaker_0: \$15.16.

Speaker speaker_1: Hmm.

Speaker speaker_0: That's what you're going to pay for the benefits, if you want to keep it. It's a preventive care plan. If you go to the doctor, you pay for the doctor's visit.

Speaker speaker_1: Um.

Speaker speaker_0: And the insurance is going to cover the procedures if they are preventive.

Speaker speaker_1: Oh, what if we don't, what if we don't join that? What, what's going to happen?

Speaker speaker_0: It's not mandatory. If you don't want it, we could cancel it.

Speaker speaker_1: Oh. Well, thank you for your clarification.

Speaker speaker_0: No problem. Anything else I can do for you, sir?

Speaker speaker_1: Um, no. Thank you.

Speaker speaker_0: All right.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Take care.