

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi. Uh, it said to call this number because I don't have a benef- beneficiary for the policy listed. Okay. Um- What does that mean? Do you... Are you enrolled, um, are you enrolled in the health benefits for the staffing agency you work for? Yes. Then most likely we are missing the beneficiary for life or accident plan. And I mean, it's not mandatory for you to add someone, but, um, if you would like to do so, I could help you with that. Yeah, I could. Okay, who do you work for? I work, um, at a temp agency called WSI and the company I work for is EPI. Can you repeat the name of the staffing agency? The temp, temp agency is WSI. All right. Okay. Can you tell me again, uh, the last four digits of the Social? It is, um, um, 8273. Sorry, I brain farted. Sorry, what was the number? 8257. And... Oh, sorry. Oh, this has been a long day, it's actually 8273. I'm sorry. No problem. I have to say it on my head in order to be able to remember it. So, and what was your first and last name ma'am? It is Brianna Jones. All right, Ms. Jones. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Um, our address is, uh, 56 Pickford Avenue. I need the whole address, ma'am, city, state and zip code. I need to make sure we have it correct on our end. Okay. So it's 56 Pickford Avenue, um, 49014. Thank you. Battle Creek, Michigan. Yeah. We have a phone number on file to 693581073? Yes. All right, and what's the name of the person? My name? No, ma'am. The person that you're going to add as your beneficiary. Oh yeah, in case, just in case that anything happens to me. His name? It'd be, his name is, it's my husband, and his name is Airon Jones. Can you spell his first name just to make sure I have it correct? Yes. A-I-R-O-N. Okay. All right, and this is your spouse? All right, yes. Yep. All right, hold on. Give me one second. Okay, so your spouse is also enrolled in the benefits with you? Yes, yes. Let me see what he's saying. All right, so it's Airon Jones, his date of birth is 11/9/43. Yes. Okay. All right. I went ahead and added his information to our, uh, to your file. Is there anything else I can do for you? No, that was it. All right, thank you for giving us a call. Have a great rest of the day. Thank you, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi. Uh, it said to call this number because I don't have a benef- beneficiary for the policy listed.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: What does that mean?

Speaker speaker_0: Do you... Are you enrolled, um, are you enrolled in the health benefits for the staffing agency you work for?

Speaker speaker_1: Yes.

Speaker speaker_0: Then most likely we are missing the beneficiary for life or accident plan. And I mean, it's not mandatory for you to add someone, but, um, if you would like to do so, I could help you with that.

Speaker speaker_1: Yeah, I could.

Speaker speaker_0: Okay, who do you work for?

Speaker speaker_1: I work, um, at a temp agency called WSI and the company I work for is EPI.

Speaker speaker_0: Can you repeat the name of the staffing agency?

Speaker speaker_1: The temp, temp agency is WSI.

Speaker speaker_0: All right. Okay. Can you tell me again, uh, the last four digits of the Social?

Speaker speaker_1: It is, um, um, 8273. Sorry, I brain farted.

Speaker speaker_0: Sorry, what was the number?

Speaker speaker_1: 8257.

Speaker speaker_0: And...

Speaker speaker_1: Oh, sorry. Oh, this has been a long day, it's actually 8273. I'm sorry.

Speaker speaker_0: No problem. I have to say it on my head in order to be able to remember it. So, and what was your first and last name ma'am?

Speaker speaker_1: It is Brianna Jones.

Speaker speaker_0: All right, Ms. Jones. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. Um, our address is, uh, 56 Pickford Avenue.

Speaker speaker_0: I need the whole address, ma'am, city, state and zip code. I need to make sure we have it correct on our end.

Speaker speaker_1: Okay. So it's 56 Pickford Avenue, um, 49014.

Speaker speaker_0: Thank you.

Speaker speaker_1: Battle Creek, Michigan.

Speaker speaker_0: Yeah. We have a phone number on file to 693581073?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and what's the name of the person?

Speaker speaker_1: My name?

Speaker speaker_0: No, ma'am. The person that you're going to add as your beneficiary.

Speaker speaker_1: Oh yeah, in case, just in case that anything happens to me.

Speaker speaker_0: His name?

Speaker speaker_1: It'd be, his name is, it's my husband, and his name is Airon Jones.

Speaker speaker_0: Can you spell his first name just to make sure I have it correct?

Speaker speaker_1: Yes. A-I-R-O-N.

Speaker speaker_0: Okay. All right, and this is your spouse?

Speaker speaker_1: All right, yes. Yep.

Speaker speaker_0: All right, hold on. Give me one second. Okay, so your spouse is also enrolled in the benefits with you?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Let me see what he's saying. All right, so it's Airon Jones, his date of birth is 11/9/43.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. I went ahead and added his information to our, uh, to your file. Is there anything else I can do for you?

Speaker speaker_1: No, that was it.

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

Speaker speaker_1: Thank you, you too.