

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, my name is Ralph Templeton, and I'm working under WorkSmart. I wanted to get in r- well, add someone, well, update my plan. So I would think I read, I got in a regular MEC plan, but I wanted to do, um, employee and child. Okay. May I have the last four digits of the Social? 7071. Seven, zero? Seven, one. Yes. Your first and last name? Ralph Templeton. Mr. Templeton, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? It is 19 Bacardi Drive, Clintonville, South Carolina 29605. My date of birth is June 26, 1978. Hmm. Thank you for the information. Um, we have a phone number on file 864-559-0525 and we'll email as- Yes. Okay. Oh, I'm sorry. Yes, email is templetonre at gmail. All right. Okay. Let's see. All right. So you want to keep the Stay Healthy plan and just add your child to it? Uh, I wanted to, um... I guess upgrade to Basic and add a child. Okay. So the BIP? The BIP Basic? Yes, yes. Okay. Okay. So that will be \$25.43. Would you like to add anything else? No. All right. And I can start using it on my child im- immediately, right? No, sir. Oh, okay. It takes about two... one to two weeks for the benefits to become effective. May I have your- Oh, okay. ... child's first name? His Raena. R-A-E-N-A. Same last name? Uh, last name is different from mine. It's Antozy. A-N-T-O-S-Y... no, O-S-Z-Y-K. O-S-Z-Y-K. By any chance, you have the Social? Uh, not at the moment, but I can get it if I could call back. I thought I had it on my files, but I don't at the moment um. Um, you could call back for... Right. May I have the date of birth- I have a birthday though. ... of your child? Oh, yep. Yes. Yeah. It's, uh, August 9th, 2004. Okay. All right. So the benefits will take one to two weeks to start. Um, let's see. You could call us back for the Social whenever you get the chance to do so, please. And- Okay. ... ID card, it will go to your email. The carrier do not send- Oh, perfect. ... physical. Now if you need a physical one after the benefits are active, you could, um, give us a call and we could request physical ones for you. Okay, perfect. Thank you. All right. Is there, um, anything else I could do for you, sir? No, I'ma just get, um, this closer and call y'all back. So, oh, when- Perfect. ... when would, um... When would it be emailed to me after it's active in two weeks or? Yes. It takes seven to 10 days after the benefits are accessed, but if you need them before that, you could give us a call. If they are generated in our system, we could send you a temporary one to your email. Well, it will be the same thing that you receive anyway, so. Okay. Is that all right? Yes. Anything else, sir? No, that's it. Okay. Thank you for giving us a call. All right, thank you. Have a great rest of the day. Thanks, you too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, my name is Ralph Templeton, and I'm working under WorkSmart. I wanted to get in r- well, add someone, well, update my plan. So I would think I read, I got in a regular MEC plan, but I wanted to do, um, employee and child.

Speaker speaker_1: Okay. May I have the last four digits of the Social?

Speaker speaker_2: 7071.

Speaker speaker_1: Seven, zero?

Speaker speaker_2: Seven, one. Yes.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Ralph Templeton.

Speaker speaker_1: Mr. Templeton, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: It is 19 Bacardi Drive, Clintonville, South Carolina 29605. My date of birth is June 26, 1978. Hmm.

Speaker speaker_1: Thank you for the information. Um, we have a phone number on file 864-559-0525 and we'll email as-

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Oh, I'm sorry. Yes, email is templetonre at gmail.

Speaker speaker_1: All right. Okay. Let's see. All right. So you want to keep the Stay Healthy plan and just add your child to it?

Speaker speaker_2: Uh, I wanted to, um... I guess upgrade to Basic and add a child.

Speaker speaker_1: Okay. So the BIP? The BIP Basic?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Okay. Okay. So that will be \$25.43. Would you like to add anything else?

Speaker speaker_2: No.

Speaker speaker_1: All right.

Speaker speaker_2: And I can start using it on my child im- immediately, right?

Speaker speaker_1: No, sir.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: It takes about two... one to two weeks for the benefits to become effective. May I have your-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... child's first name?

Speaker speaker_2: His Raena. R-A-E-N-A.

Speaker speaker_1: Same last name?

Speaker speaker_2: Uh, last name is different from mine. It's Antozy. A-N-T-O-S-Y... no, O-S-Z-Y-K.

Speaker speaker_1: O-S-Z-Y-K. By any chance, you have the Social?

Speaker speaker_2: Uh, not at the moment, but I can get it if I could call back. I thought I had it on my files, but I don't at the moment um.

Speaker speaker_1: Um, you could call back for... Right. May I have the date of birth-

Speaker speaker_2: I have a birthday though.

Speaker speaker_1: ... of your child?

Speaker speaker_2: Oh, yep.

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah. It's, uh, August 9th, 2004.

Speaker speaker_1: Okay. All right. So the benefits will take one to two weeks to start. Um, let's see. You could call us back for the Social whenever you get the chance to do so, please. And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... ID card, it will go to your email. The carrier do not send-

Speaker speaker_2: Oh, perfect.

Speaker speaker_1: ... physical. Now if you need a physical one after the benefits are active, you could, um, give us a call and we could request physical ones for you.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_1: All right. Is there, um, anything else I could do for you, sir?

Speaker speaker_2: No, I'ma just get, um, this closer and call y'all back. So, oh, when-

Speaker speaker_1: Perfect.

Speaker speaker_2: ... when would, um... When would it be emailed to me after it's active in two weeks or?

Speaker speaker_1: Yes. It takes seven to 10 days after the benefits are accessed, but if you need them before that, you could give us a call. If they are generated in our system, we could send you a temporary one to your email. Well, it will be the same thing that you receive anyway, so.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that all right?

Speaker speaker_2: Yes.

Speaker speaker_1: Anything else, sir?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. Thank you for giving us a call.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: Thanks, you too. Bye.