

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? Hello? Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? I'm calling about my insurance. And who do you work... Who do you work for? Serge. What's the name? Serge Company. Okay. Okay. May I have the last four digits of your social? It's 0801. And your first and last name? Dudley Delphine. Dudley? Yes. And what's the last name? Delphine. When did you start working for Serge? I was on... I was on a call with somebody a couple minutes ago. The call had disconnected. I just wanna know, like, what's the insurance plan's coverage? If it's the one that they auto-enroll you, that plan only covers preventive care. You are responsible to pay for the actual visit to the doctor and you have to use a participating provider. So where can I use it for? Where can you use it? What can I use it for? Like, for what occasion? Let's say if we need to check your, uh, cholesterol, dia- diabetes, that's for preventive care. Okay. Okay. Any- um, anything else I could do for you? No, that'll be it. All right. Thank you for giving us a call today. Have a great rest of the day. Okay. Thank you.

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: Hello?

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

Speaker speaker_2: I'm calling about my insurance.

Speaker speaker_1: And who do you work... Who do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: What's the name?

Speaker speaker_2: Serge Company.

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

Speaker speaker_2: It's 0801.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Dudley Delphine.

Speaker speaker_1: Dudley?

Speaker speaker_2: Yes.

Speaker speaker_1: And what's the last name?

Speaker speaker_2: Delphine.

Speaker speaker_1: When did you start working for Serge?

Speaker speaker_2: I was on... I was on a call with somebody a couple minutes ago. The call had disconnected. I just wanna know, like, what's the insurance plan's coverage?

Speaker speaker_1: If it's the one that they auto-enroll you, that plan only covers preventive care. You are responsible to pay for the actual visit to the doctor and you have to use a participating provider.

Speaker speaker_2: So where can I use it for?

Speaker speaker_1: Where can you use it?

Speaker speaker_2: What can I use it for? Like, for what occasion?

Speaker speaker_1: Let's say if we need to check your, uh, cholesterol, dia- diabetes, that's for preventive care.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Any- um, anything else I could do for you?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Okay. Thank you.