

## **Transcript: Pamela**

**Blanc-5417002016620544-5336370716524544**

### **Full Transcript**

Yes, I'm calling... Uh, my name is Dennis Stokes. I don't understand what's going on. I continued to text about benefits being transitioned or something. All I know is, uh... Go ahead. We are the... We are the administrator for health insurance for Staffing Agency. You said you received a text? Yeah. Saying my insurance is being transitioned or transferred to other new benefits. I don't... I'm not understanding what's going on. Um, initially we tried... I work for, um, just a moment, uh, Macairola in Rocky Mount, Virginia. Macairola in Rocky Mount, Virginia. Excuse me? Is that the name of... That's the name of the staffing agency? Macairola, it's... Yes, in Rocky Mount, Virginia. Oh, okay. Give me one second. Just bear with me, sir. Yeah. I just got a text. Let me sign your file. M-C-A-I-R... Okay. Can you please verify, I'm sorry, can you provide the last four digits of your Social so we can put up your file? 9192. Mr. Stokes? Yes. All right. So can we verify your complete address and date of birth just to make sure we are in the correct file? 330 J.F. Stewart Road, Martinsville, Virginia. Or did I give you my old address? I'm not sure. Said here 2707 Columbus Drive. Mm-hmm. Bassett, Virginia. Can't remember which address I gave you. My old or new. Yeah, you got that... We got the 2707. Okay. All right, so let's see. Yes. So we are, we're going to be representing Legal Staffing. And now your benefit's going to be through us. So we were processing your information and we see that you are enrolled, yourself and your spouse. And we do not have your spouse information? Now serving. No, it's not my spouse. It's not my spouse. It's my son. Oh, okay. Let me get that. It's your son. All right. Sorry, you're breaking up. Yeah. So, um, we're going to need his information to complete the enrollment as an employee plus child. I need his first, last name, date of birth and Social Security number, if you have that available. All right. Just give me a moment. I got to get all this together. I put all that in the system before. No problem. We, um, we hear from it like 8:00, 8:00 the next people to call back. I mean, all this information was already given. That's why I'm not understanding why I got to do it again. Well, we haven't... We didn't receive it from your previous carrier. That's why we're reaching out to you. Okay, let me get that and call you right back. And as like I said, no problem. We're here like until eight o'clock time, sir. All right, thanks. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Yes, I'm calling... Uh, my name is Dennis Stokes. I don't understand what's going on. I continued to text about benefits being transitioned or something. All I know is, uh... Go ahead.

Speaker speaker\_1: We are the... We are the administrator for health insurance for Staffing Agency. You said you received a text?

Speaker speaker\_0: Yeah. Saying my insurance is being transitioned or transferred to other new benefits. I don't... I'm not understanding what's going on. Um, initially we tried... I work for, um, just a moment, uh, Macairola in Rocky Mount, Virginia. Macairola in Rocky Mount, Virginia. Excuse me?

Speaker speaker\_1: Is that the name of... That's the name of the staffing agency?

Speaker speaker\_0: Macairola, it's... Yes, in Rocky Mount, Virginia.

Speaker speaker\_1: Oh, okay. Give me one second. Just bear with me, sir. Yeah. I just got a text. Let me sign your file.

Speaker speaker\_0: M-C-A-I-R...

Speaker speaker\_1: Okay. Can you please verify, I'm sorry, can you provide the last four digits of your Social so we can put up your file?

Speaker speaker\_0: 9192.

Speaker speaker\_1: Mr. Stokes?

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right. So can we verify your complete address and date of birth just to make sure we are in the correct file?

Speaker speaker\_0: 330 J.F. Stewart Road, Martinsville, Virginia. Or did I give you my old address? I'm not sure. Said here 2707 Columbus Drive.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Bassett, Virginia. Can't remember which address I gave you. My old or new.

Speaker speaker\_1: Yeah, you got that... We got the 2707.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right, so let's see. Yes. So we are, we're going to be representing Legal Staffing. And now your benefit's going to be through us. So we were processing your information and we see that you are enrolled, yourself and your spouse. And we do not have your spouse information?

Speaker speaker\_2: Now serving.

Speaker speaker\_0: No, it's not my spouse. It's not my spouse. It's my son.

Speaker speaker\_1: Oh, okay. Let me get that. It's your son. All right.

Speaker speaker\_0: Sorry, you're breaking up.

Speaker speaker\_1: Yeah. So, um, we're going to need his information to complete the enrollment as an employee plus child. I need his first, last name, date of birth and Social Security number, if you have that available.

Speaker speaker\_0: All right. Just give me a moment. I got to get all this together. I put all that in the system before.

Speaker speaker\_1: No problem. We, um, we hear from it like 8:00, 8:00 the next people to call back.

Speaker speaker\_0: I mean, all this information was already given. That's why I'm not understanding why I got to do it again.

Speaker speaker\_1: Well, we haven't... We didn't receive it from your previous carrier. That's why we're reaching out to you.

Speaker speaker\_0: Okay, let me get that and call you right back.

Speaker speaker\_1: And as like I said, no problem. We're here like until eight o'clock time, sir.

Speaker speaker\_0: All right, thanks.

Speaker speaker\_1: Bye-bye.