

## 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 Card. This is Pamela speaking. How may I help you? Hello? Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, um, my name is Ricardo Ruiz. Um, I'm... I work at, uh, Versatella and I'm trying to get the benefits and, um, it w- it's not recognizing my password. Sir, I could barely understand what you're saying. You're kind of cutting off. Okay. Yeah, I'm, I'm trying to get, um, benefits, uh, and I'm trying to log in to enroll and it's not, it's not recognizing my password. Okay. Um, and who do you work for, sir? I work at Woodgrain, um, but I'm head of a staffing agency, so Ver- Versatella. What's the name of the staffing agency? Ve- Um, it used, it used to be Tella Staffing, now it's Versatella. Oh, okay. May I have the last four digits of your Social? 6790. Thank you. And your first and last name? Ricardo Ruiz. Okay. Mr. Ruiz? Yeah. For security reasons, just to make sure we are in the correct file, can we please verify the complete address and date of birth? I think I use the 5001 South 36th Draft. And where are you located in this date of birth? N- Oh, uh, Phoenix, Arizona 85041. Okay. We have telephone number of 581-2795, and your email is still- BlueTitan@... Yes, BlueTitan1989@gmail.com. Yes, sir. Um, and do you know what plan would you like to enroll? Um, uh, yeah, I'm not too familiar with that, so I, yeah, I wouldn't even know. I don't have anyone at this time, because we are on Eastern Time, to help me with your password and set it, um, resetting it. Okay. But if you would like I could send you an email with the benefit guide with all the information that you need. Um, you still have until the 3rd of January to enroll. I could, I will submit your information to our IT department so they could, um, reset the password so you could go back in and create a new- Oh, okay, um- ... account. How do I decide what plan I need? Like, where does it go? I would like... Or what do you want to know? That's what I'm saying. I will send you an e- uh, an email with the benefit guide with all the plans and prices that they offer. They do offer, um, let me... three different medical plans, uh, plus the options like dental, vision. And these plans are not like major services or major insurance. They- Yeah. ... already, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Um, it's pretty much like a weekly basic insurance. Weekday you pay, weekday you are covered. Okay, um, yeah, just send me the, um, send me the, the plans and I'll just pick one. So when I pick one, um, do I call you back? You could call us back, yes. Um, you could try... Well, it usually take about 24 hours after I send the email to the IT department for you to- Okay. ... try to reset your password. But, um- Yeah, I just reset it right now and, and I, I won't... I'm trying to log in using it and it's not letting me, um- It's not wor... Yeah. They, probably they have to do something. I think this is happening because of the change between when it was Tella and then changed to- Yeah, I think so too. Yeah. So if you decide to enroll and it hasn't, it haven't worked, your password is not working, you could give us a call, we could go ahead and enroll you online, I mean, over

the phone. Okay. Um- Yeah, okay. I just, um, I'll look at the packages, uh, the different plans and then I'll pick one. No problem. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. And we hear from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. So 8:00 PM Eastern Time is what, five o'clock over here? Yes. Okay. When in Arizona, yes. Okay. Oh, um, yeah, I'm just gonna drive home and then when I get home, I'll look at it. No problem. Is there anything else I could do for you? No, just, um, just the packages and then, um, my, my password situation and that's it. Mm-hmm. Not a problem. Thank you for giving us a call today. Have a All right, thank you. 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 Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, um, my name is Ricardo Ruiz. Um, I'm... I work at, uh, Versatella and I'm trying to get the benefits and, um, it w- it's not recognizing my password.

Speaker speaker\_1: Sir, I could barely understand what you're saying. You're kind of cutting off.

Speaker speaker\_2: Okay. Yeah, I'm, I'm trying to get, um, benefits, uh, and I'm trying to log in to enroll and it's not, it's not recognizing my password.

Speaker speaker\_1: Okay. Um, and who do you work for, sir?

Speaker speaker\_2: I work at Woodgrain, um, but I'm head of a staffing agency, so Ver-Versatella.

Speaker speaker\_1: What's the name of the staffing agency?

Speaker speaker\_2: Ve- Um, it used, it used to be Tella Staffing, now it's Versatella.

Speaker speaker\_1: Oh, okay. May I have the last four digits of your Social?

Speaker speaker\_2: 6790.

Speaker speaker\_1: Thank you. And your first and last name?

Speaker speaker\_2: Ricardo Ruiz.

Speaker speaker\_1: Okay. Mr. Ruiz?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: For security reasons, just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker\_2: I think I use the 5001 South 36th Draft.

Speaker speaker\_1: And where are you located in this date of birth?

Speaker speaker\_2: N- Oh, uh, Phoenix, Arizona 85041.

Speaker speaker\_1: Okay. We have telephone number of 581-2795, and your email is still-

Speaker speaker\_2: BlueTitan@... Yes, BlueTitan1989@gmail.com.

Speaker speaker\_1: Yes, sir. Um, and do you know what plan would you like to enroll?

Speaker speaker\_2: Um, uh, yeah, I'm not too familiar with that, so I, yeah, I wouldn't even know.

Speaker speaker\_1: I don't have anyone at this time, because we are on Eastern Time, to help me with your password and set it, um, resetting it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But if you would like I could send you an email with the benefit guide with all the information that you need. Um, you still have until the 3rd of January to enroll. I could, I will submit your information to our IT department so they could, um, reset the password so you could go back in and create a new-

Speaker speaker\_2: Oh, okay, um-

Speaker speaker\_1: ... account.

Speaker speaker\_2: How do I decide what plan I need? Like, where does it go? I would like... Or what do you want to know?

Speaker speaker\_1: That's what I'm saying. I will send you an e- uh, an email with the benefit guide with all the plans and prices that they offer. They do offer, um, let me... three different medical plans, uh, plus the options like dental, vision. And these plans are not like major services or major insurance. They-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... already, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Um, it's pretty much like a weekly basic insurance. Weekday you pay, weekday you are covered.

Speaker speaker\_2: Okay, um, yeah, just send me the, um, send me the, the plans and I'll just pick one. So when I pick one, um, do I call you back?

Speaker speaker\_1: You could call us back, yes. Um, you could try... Well, it usually take about 24 hours after I send the email to the IT department for you to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... try to reset your password. But, um-

Speaker speaker\_2: Yeah, I just reset it right now and, and I, I won't... I'm trying to log in using it and it's not letting me, um-

Speaker speaker\_1: It's not wor... Yeah. They, probably they have to do something. I think this is happening because of the change between when it was Tella and then changed to-

Speaker speaker\_2: Yeah, I think so too.

Speaker speaker\_1: Yeah. So if you decide to enroll and it hasn't, it haven't worked, your password is not working, you could give us a call, we could go ahead and enroll you online, I mean, over the phone.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Yeah, okay. I just, um, I'll look at the packages, uh, the different plans and then I'll pick one.

Speaker speaker\_1: No problem. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And we hear from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_2: So 8:00 PM Eastern Time is what, five o'clock over here?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: When in Arizona, yes.

Speaker speaker\_2: Okay. Oh, um, yeah, I'm just gonna drive home and then when I get home, I'll look at it.

Speaker speaker\_1: No problem. Is there anything else I could do for you?

Speaker speaker\_2: No, just, um, just the packages and then, um, my, my password situation and that's it.

Speaker speaker\_1: Mm-hmm. Not a problem. Thank you for giving us a call today. Have a

Speaker speaker\_3: All right, thank you. Bye.