

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, I wanted to make sure you got my, uh, enrollment information. I did it online. Sure. May I have the last four digits of your social? 3627. 3627? Mm-hmm. And what's the name of the staffing agency you work for, sir? Oxford. First and last name? Jeffrey Irvin. Mr. Irvin, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. I'm sorry, say that again. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Oh, sure. 159 West Court, Batavia, Illinois 60510, 11/17/58. Thank you. We have phone number of 853-2441. Correct. And the email is irvinje17@yahoo.com and jirvin58@yahoo.com. Correct. Okay. So, I see that you enrolled dental and vision for you and your spouse? That's correct. Okay. So, the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days. Okay. So, I'm enrolled. I'm just waiting for the deduction and it goes into effect and we're good to go. Okay. Anything else for this one? No, I just wanted to make sure, double-check that you'd gotten it. That's all. No problem. Thank you for calling Benefits in a Car. Have a great rest of this day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, I wanted to make sure you got my, uh, enrollment information. I did it online.

Speaker speaker_0: Sure. May I have the last four digits of your social?

Speaker speaker_1: 3627.

Speaker speaker_0: 3627?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what's the name of the staffing agency you work for, sir?

Speaker speaker_1: Oxford.

Speaker speaker_0: First and last name?

Speaker speaker_1: Jeffrey Irvin.

Speaker speaker_0: Mr. Irvin, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: I'm sorry, say that again.

Speaker speaker_0: For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Oh, sure. 159 West Court, Batavia, Illinois 60510, 11/17/58.

Speaker speaker_0: Thank you. We have phone number of 853-2441.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is irvinje17@yahoo.com and jirvin58@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So, I see that you enrolled dental and vision for you and your spouse?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So, the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days.

Speaker speaker_1: Okay. So, I'm enrolled. I'm just waiting for the deduction and it goes into effect and we're good to go.

Speaker speaker_0: Okay. Anything else for this one?

Speaker speaker_1: No, I just wanted to make sure, double-check that you'd gotten it. That's all.

Speaker speaker_0: No problem. Thank you for calling Benefits in a Car. Have a great rest of this day.

Speaker speaker_1: Thank you. You too. Bye-bye.