

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... How are you doing? ... speaking, how may I help you? Um, hi. My name is Candace Edwards and I was meaning to enroll and do my benefits. Excuse me? What, what's your name, ma'am? Candace Edwards. Okay. And who do you work for? Oxford. Uh, let me... May I have the last four digits of your Social so I can pull up your file? 9603. 903? 9603. It works. Miss Amy? Yeah. What did you tell me? Y- we have Candace Bailey? No, it's Edwards. Give me one second. When were you... oh, okay. Edwards. So did you change your name? 'Cause we have a file from last year, I believe. Yeah, last year it was Bailey. This year- Okay. ... it's Edwards 'cause I got divorced. Edwards. High time, darn it. Okay. Miss Edwards, for security reasons, to make sure we are in the correct file, I need to verify the complete address and date of birth. That's fine. All right. 433 Wagon Trail, Belton, South Carolina, 29334. And the date of birth? 11/11/86. Thank you. We have a phone number on file, 864-567-1898 and your email- Mm-hmm. ... is candaceburner@gmail.com. That's personal. Put a 1986 behind the last, the Burner, Renee... it's actually Renee, but candacerenee1986@gmail.com. Okay. All right. We updated that information. Um, and did you know what plan would you like to enroll to? Uh, yes. I want to do the Insure Plus Enhance. I'm only doing, doing it for myself. Okay. And then I also wanna do the dental, vis... and... dental and vision, short-term disability. Okay. And life insurance. So we have the InsurePlus Enhance sa- and dental, vision, short-term disability and life insurance. Mm-hmm. So the total will be \$37.02. Okay. Okay. So the- And I already have the 401, correct? We do not process those, ma'am. Okay. All right. Yeah, I already got that. All right. So who do w- who do you want to add as your beneficiary? Um, I have four kids that I need to split 25% through. Okay. May I have the first name of the first kid who- Mm-hmm. Saniya Edwards. S-A-N-I-Y-A. Okay. It works. Do you need her date of birth? No. Just everything she said there. Oh, okay. The... my daughter. And okay. And you said 25. All right. So the next child? Raven Edwards. Spelled like the bird. R-A-V-E-N Edwards. Okay. My daughter. Okay. And now we ... The third- Mm-hmm. ... is Kiearra, K-I-E-R-R-A Bailey. B-A-I-L-E-Y. That's my daughter. Okay. And one... Brandon. Yes. I'm sorry? No, it's that my, my thing got kind of frozen. All right, child 25. All right. So now we can go to the next child. Okay. It's Brandon- Mm-hmm. ... Bailey Junior. All right. You gotta put that Junior 'cause I ain't giving his daddy shit. Brandon Bailey Junior. Junior. Yeah. Please add the Junior. It is there. Don't worry. It is there. He over here bluffin'. He ain't give a shit. Uh, he can add my son. He's now working for it, so that's, that's fine. All right, Miss . We said, we... so the benefits will be active the first week of January. As soon as we receive the first premium from your employer, the following Monday, the benefits will be active in January. Most likely- And the medical becomes... the medical is a supplement plan to my insurance, right? What do you mean, the supplement? How I read it on your thing. It's like,

it's not primary insurance, it's supplemental. Oh, yeah. Yeah, these... they already have a set amount that they gonna pay. Yeah, that's right. Um- Okay. All right. Is there anything else I could do for you, ma'am? Um, nope. I'll just be on the lookout for the details in the mail. No problem. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits ...

Speaker speaker_1: How are you doing?

Speaker speaker_2: ... speaking, how may I help you?

Speaker speaker_1: Um, hi. My name is Candace Edwards and I was meaning to enroll and do my benefits.

Speaker speaker_2: Excuse me? What, what's your name, ma'am?

Speaker speaker_1: Candace Edwards.

Speaker speaker_2: Okay. And who do you work for?

Speaker speaker_1: Oxford.

Speaker speaker_2: Uh, let me... May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 9603.

Speaker speaker_2: 903?

Speaker speaker_1: 9603.

Speaker speaker_2: It works. Miss Amy?

Speaker speaker_1: Yeah. What did you tell me?

Speaker speaker_2: Y- we have Candace Bailey?

Speaker speaker_1: No, it's Edwards.

Speaker speaker_2: Give me one second. When were you... oh, okay. Edwards. So did you change your name? 'Cause we have a file from last year, I believe.

Speaker speaker_1: Yeah, last year it was Bailey. This year-

Speaker speaker_2: Okay.

Speaker speaker_1: ... it's Edwards 'cause I got divorced.

Speaker speaker_2: Edwards.

Speaker speaker_1: High time, darn it.

Speaker speaker_2: Okay. Miss Edwards, for security reasons, to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: That's fine.

Speaker speaker_2: All right.

Speaker speaker_1: 433 Wagon Trail, Belton, South Carolina, 29334.

Speaker speaker_2: And the date of birth?

Speaker speaker_1: 11/11/'86.

Speaker speaker_2: Thank you. We have a phone number on file, 864-567-1898 and your email-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... is candaceburner@gmail.com.

Speaker speaker_1: That's personal. Put a 1986 behind the last, the Burner, Rene... it's actually Renee, but candacerenee1986@gmail.com.

Speaker speaker_2: Okay. All right. We updated that information. Um, and did you know what plan would you like to enroll to?

Speaker speaker_1: Uh, yes. I want to do the Insure Plus Enhance. I'm only doing, doing it for myself.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I also wanna do the dental, vis... and... dental and vision, short-term disability.

Speaker speaker_2: Okay.

Speaker speaker_1: And life insurance.

Speaker speaker_2: So we have the InsurePlus Enhance sa- and dental, vision, short-term disability and life insurance.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So the total will be \$37.02.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. So the-

Speaker speaker_1: And I already have the 401, correct?

Speaker speaker_2: We do not process those, ma'am.

Speaker speaker_1: Okay. All right. Yeah, I already got that.

Speaker speaker_2: All right. So who do w- who do you want to add as your beneficiary?

Speaker speaker_1: Um, I have four kids that I need to split 25% through.

Speaker speaker_2: Okay. May I have the first name of the first kid who-

Speaker speaker_1: Mm-hmm. Saniya Edwards. S-A-N-I-Y-A.

Speaker speaker_2: Okay. It works.

Speaker speaker_1: Do you need her date of birth?

Speaker speaker_2: No. Just everything she said there.

Speaker speaker_1: Oh, okay. The... my daughter.

Speaker speaker_2: And okay. And you said 25. All right. So the next child?

Speaker speaker_1: Raven Edwards. Spelled like the bird. R-A-V-E-N Edwards.

Speaker speaker_2: Okay.

Speaker speaker_1: My daughter.

Speaker speaker_2: Okay. And now we ...

Speaker speaker_1: The third-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is Kiearra, K-I-E-R-R-A Bailey. B-A-I-L-E-Y. That's my daughter.

Speaker speaker_2: Okay. And one...

Speaker speaker_1: Brandon.

Speaker speaker_2: Yes.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: No, it's that my, my thing got kind of frozen. All right, child 25. All right. So now we can go to the next child.

Speaker speaker_1: Okay. It's Brandon-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Bailey Junior.

Speaker speaker_2: All right.

Speaker speaker_1: You gotta put that Junior 'cause I ain't giving his daddy shit. Brandon Bailey Junior. Junior.

Speaker speaker_2: Yeah.

Speaker speaker_1: Please add the Junior.

Speaker speaker_2: It is there. Don't worry. It is there.

Speaker speaker_1: He over here bluffin'. He ain't give a shit. Uh, he can add my son.

Speaker speaker_2: He's now working for it, so that's, that's fine. All right, Miss . We said, we... so the benefits will be active the first week of January. As soon as we receive the first premium from your employer, the following Monday, the benefits will be active in January. Most likely-

Speaker speaker_1: And the medical becomes... the medical is a supplement plan to my insurance, right?

Speaker speaker_2: What do you mean, the supplement?

Speaker speaker_1: How I read it on your thing. It's like, it's not primary insurance, it's supplemental.

Speaker speaker_2: Oh, yeah. Yeah, these... they already have a set amount that they gonna pay. Yeah, that's right. Um-

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Is there anything else I could do for you, ma'am?

Speaker speaker_1: Um, nope. I'll just be on the lookout for the details in the mail.

Speaker speaker_2: No problem. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too. Thank you.