

## **Transcript: Pamela**

**Blanc-5469049760563200-6429301368733696**

### **Full Transcript**

Hello, benefits in a card, this is Pamela speaking. How may I help you? Yeah, but you're going to have to speak up a little bit. Uh, I am on, uh, an enrollment form for insurance, and it says, "Enrollment not allowed. Please call our contact center at..." And that's what I'm doing. Who do you work for, sir? I am applying to work for Integrity. What's the name of the staffing agency? Integrity. Integrity. Do you... Um, let me see. Let's see if we- if we have your file. May I have the last four digits of your Social? 7905. Your first and last name, sir? Theodore Dittmer. That's D as in dolphin, I-T-T, M as in mother, E-R. Dittmer. Thank you, Mr. Dittmer. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. My address is 307 South Shields Street, Knox, Indiana, 46534. And my birthday is June 6th, 1954. Thank you for the information. We have a telephone number on file, 574-806-6785. Yes. And your email is dreamingcrates.act29@hotmail.com? Yes. Okay. And you're looking to enroll in the benefits or decline? Well, I was wanting, you know, the dental and the vision, and things like that. Okay. So I see that you was enrolled before, and the last time you were enrolled, dental, vision and the VIP Classic. I- I don't remember any of that, but okay. All right. But what I could do, I could email you the current benefit guide and... Because we have to do a eligibility review because it's not showing in our system yet, your recent hire date. So, um ... Well, I'm filling out the paperwork and that's... I'm- I'm on that page. Yes. But still, when you get that information into Integrity, it's not going to show here. So, it's a good way for us, um, to cut time for you if we do the eligibility review. I'll send you the, um, benefit guide, you could go over it and I could get back to you within 24 to 48 hours, and we could go ahead and enroll you. Okay. After... All right? All right. After the eligibility review is done. So, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. Um... Okay. Is there a specific time to call you, sir? Um, a- any time during the day. Okay, no problem. Uh, we Eastern time, so you are in Indiana, it's like, Central Time? No, Central time, yes. Central Time, yes. Okay. So, I'll probably give you around... Does it work for you around this time tomorrow or... Yeah, that's fine. On Wednes- Okay. So, like I said, check your spam and junk mail. It's coming in from info@benefitsinacard. Okay. And I'll give you a call as soon as I get your answer. Okay. All right. Anything else I could do for you, sir? No, thank you. All right. Thank you for giving us a call. Have a great rest of the day. All right. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello, benefits in a card, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, but you're going to have to speak up a little bit. Uh, I am on, uh, an enrollment form for insurance, and it says, "Enrollment not allowed. Please call our contact center at..." And that's what I'm doing.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: I am applying to work for Integrity.

Speaker speaker\_0: What's the name of the staffing agency?

Speaker speaker\_1: Integrity.

Speaker speaker\_2: Integrity.

Speaker speaker\_0: Do you... Um, let me see. Let's see if we- if we have your file. May I have the last four digits of your Social?

Speaker speaker\_1: 7905.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Theodore Dittmer. That's D as in dolphin, I-T-T, M as in mother, E-R. Dittmer.

Speaker speaker\_0: Thank you, Mr. Dittmer. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: My address is 307 South Shields Street, Knox, Indiana, 46534. And my birthday is June 6th, 1954.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 574-806-6785.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is dreamingcrates.act29@hotmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And you're looking to enroll in the benefits or decline?

Speaker speaker\_1: Well, I was wanting, you know, the dental and the vision, and things like that.

Speaker speaker\_0: Okay. So I see that you was enrolled before, and the last time you were enrolled, dental, vision and the VIP Classic.

Speaker speaker\_1: I- I don't remember any of that, but okay.

Speaker speaker\_0: All right. But what I could do, I could email you the current benefit guide and... Because we have to do a eligibility review because it's not showing in our system yet, your recent hire date. So, um ...

Speaker speaker\_1: Well, I'm filling out the paperwork and that's... I'm- I'm on that page.

Speaker speaker\_0: Yes. But still, when you get that information into Integrity, it's not going to show here. So, it's a good way for us, um, to cut time for you if we do the eligibility review. I'll send you the, um, benefit guide, you could go over it and I could get back to you within 24 to 48 hours, and we could go ahead and enroll you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: After... All right?

Speaker speaker\_1: All right.

Speaker speaker\_0: After the eligibility review is done. So, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there a specific time to call you, sir?

Speaker speaker\_1: Um, a- any time during the day.

Speaker speaker\_0: Okay, no problem. Uh, we Eastern time, so you are in Indiana, it's like, Central Time?

Speaker speaker\_1: No, Central time, yes.

Speaker speaker\_0: Central Time, yes. Okay. So, I'll probably give you around... Does it work for you around this time tomorrow or...

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: On Wednes- Okay. So, like I said, check your spam and junk mail. It's coming in from info@benefitsinacard.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I'll give you a call as soon as I get your answer.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else I could do for you, sir?

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: All right. Thank you. Bye-bye.