Transcript: Pamela

Blanc-5490723119480832-4888501193064448

Full Transcript

Thank you for calling Benefits . This is Thelma speaking. How may I help you? Yes, um, I'm calling to see if our benefits have started from y'all? May I have the last four digits of the social? 0509. Who do you work for, ma'am? Um, Bonnell Aluminum. That's a staffing agency? Yes, HG Staffing. AT... ATC? HG Staffing, it's who I have insurance through. Oh, HG. I am sorry. I couldn't hear you well. HG- Oh, that's okay. And what is the, uh, first and last name? Kendra Shelton. Ms. Shelton, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? ...



yes, you are enrolled, but we did not receive this week the, um, premium from your employer. That's what we waiting for them to- Mm-hmm. Okay, so we're still waiting for it to... Yeah. Let me see something here. Sorry. Because we tried to \blacksquare ... Um, uh, this is new. Right, so- This is my new \blacksquare . Thank you. We tried to get in touch with you on the 20th of December- Yes. ... and sending you an email. Uh-huh. Um, when you enroll, you want to enroll yourself and your child. Uh-huh. And you cannot provide your child's information. Okay. So as of now, you are enrolled as an employer.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ■■■. This is Thelma speaking. How may I help you?

Speaker speaker 1: Yes, um, I'm calling to see if our benefits have started from y'all?

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

Speaker speaker_1: 0509.

Speaker speaker 0: Who do you work for, ma'am?

Speaker speaker_1: Um, Bonnell Aluminum.

Speaker speaker_0: That's a staffing agency?

Speaker speaker_1: Yes, HG Staffing.

Speaker speaker_0: AT... ATC?

Speaker speaker_1: HG Staffing, it's who I have insurance through.

Speaker speaker_0: Oh, HG. I am sorry. I couldn't hear you well. HG-

Speaker speaker_1: Oh, that's okay.

Speaker speaker_0: And what is the, uh, first and last name?

Speaker speaker_1: Kendra Shelton.

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

Speaker speaker_2: ...

■■■■■■00:04:17.406

Speaker speaker_3: Yeah.

Speaker speaker_0: So we... I see that, yes, you are enrolled, but we did not receive this week the, um, premium from your employer. That's what we waiting for them to-

Speaker speaker_1: Mm-hmm. Okay, so we're still waiting for it to...

Speaker speaker_3: Yeah.

Speaker speaker_0: Let me see something here.

Speaker speaker_3: Sorry.

Speaker speaker_0: Because we tried to ■... Um, uh, this is new.

Speaker speaker_3: Right, so-

Speaker speaker_0: This is my new ■.

Speaker speaker_3: Thank you.

Speaker speaker_0: We tried to get in touch with you on the 20th of December-

Speaker speaker_3: Yes.

Speaker speaker_0: ... and sending you an email.

Speaker speaker_3: Uh-huh.

Speaker speaker_0: Um, when you enroll, you want to enroll yourself and your child.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And you cannot provide your child's information.

Speaker speaker_1: Okay.

Speaker speaker_0: So as of now, you are enrolled as an employer.