

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Diana speaking. How may I help you? Yes, I got a text from this number, saying I need to sign up for benefits, but I- I mean, I signed up for, for dental. Okay, so... You... The texts they do go out automatically. You say you already signed up for dental? Yeah. Okay, so the- like I said, the- they go out automatically, and because you're still under your open enrollment period, that's why you're still getting the- the- the messages. But if you're already enrolled, then you don't have to worry about it. Can I just make sure that I'm enrolled, or...? Sure, I could check your file. What's the name of the staffing agency you work for? ERC. The last four digits of your Social? Three, two, nine, zero. I couldn't hear you, sir. Three, two, nine, zero. Three, two, nine, zero. First and last name? First name is Kevin. Last name is Hawkins. I'm sorry, sir. For some reason, you're kind of cutting off. I cannot hear you well. Hm. First name is Kevin, last name is Hawkins. Thank you. Mr. Hawkins, 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? 62570, uh, 2125 Davis Drive Street Northeast, Fort Peck, New Jersey 30319. We have the telephone number on file, 202-615-0520. Yeah. Okay. So I see that yes, you are enrolled dental, short-term disability and critical illness. Now, your benefits are not active yet. Um, we're waiting for the premium from your employer in order for the benefits to start. Okay. As soon as we receive the premium, the following Monday, your benefits will be active. Okay. Okay? Can I get you now- And would I get a car- Would I, would I get like a card or something to show at the dental? Yes. You will- Okay. ... receive it within seven to ten business days, after benefits are active. Okay, thank you. All right, thank you for giving us a call. Have a great rest of the day. All right.

Conversation Format

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

Speaker speaker_1: Yes, I got a text from this number, saying I need to sign up for benefits, but I- I mean, I signed up for, for dental.

Speaker speaker_0: Okay, so... You... The texts they do go out automatically. You say you already signed up for dental?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so the- like I said, the- they go out automatically, and because you're still under your open enrollment period, that's why you're still getting the- the- the

messages. But if you're already enrolled, then you don't have to worry about it.

Speaker speaker_1: Can I just make sure that I'm enrolled, or...?

Speaker speaker_0: Sure, I could check your file. What's the name of the staffing agency you work for?

Speaker speaker_1: ERC.

Speaker speaker_0: The last four digits of your Social?

Speaker speaker_1: Three, two, nine, zero.

Speaker speaker_0: I couldn't hear you, sir.

Speaker speaker_1: Three, two, nine, zero.

Speaker speaker_0: Three, two, nine, zero. First and last name?

Speaker speaker_1: First name is Kevin. Last name is Hawkins.

Speaker speaker_0: I'm sorry, sir. For some reason, you're kind of cutting off. I cannot hear you well.

Speaker speaker_1: Hm. First name is Kevin, last name is Hawkins.

Speaker speaker_0: Thank you. Mr. Hawkins, 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: 62570, uh, 2125 Davis Drive Street Northeast, Fort Peck, New Jersey 30319.

Speaker speaker_0: We have the telephone number on file, 202-615-0520.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I see that yes, you are enrolled dental, short-term disability and critical illness. Now, your benefits are not active yet. Um, we're waiting for the premium from your employer in order for the benefits to start.

Speaker speaker_1: Okay.

Speaker speaker_0: As soon as we receive the premium, the following Monday, your benefits will be active.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Can I get you now-

Speaker speaker_1: And would I get a car- Would I, would I get like a card or something to show at the dental?

Speaker speaker_0: Yes. You will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... receive it within seven to ten business days, after benefits are active.

Speaker speaker_1: Okay, 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.