

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? Yes, ma'am. I applied for insurance and, uh, I was wondering if it went through yet. Okay. So, can... You say you sign up for health insurance? Yes, through my w- work. I got a text saying that I have 30 days to do it. I've already passed the 30 days. I just, I don't know if I have insurance, if, if it's active or what. Okay. What is the name of the staffing agency you work for? Uh, it's Bundy Forester, but also I have my fiance, or my husband on it, and he's also working. No, ma'am. The name of the staffing agency. Oh, it's, uh, Serge. Search? Yes, ma'am. And the last four digits of your social? 3591. 3591? Yes, ma'am. Okay. Now, I need your first and last name, ma'am. Forester. F-O-R-E-S-T-E-R. Okay. Brandy? Yes, ma'am. First, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 355- 3557 County Road 97, Flat Rock, Alabama, 35966. My date of birth is August 30th, 1994. Do you say you have a zip code or it's just 35... It's 35966. 35... Okay. Oh, that's the zip code but I was t- Um, so it's only 3551 County Road, no apartment number or anything? No, ma'am. Okay. I just wanted to make sure we have it correct. Okay. And we have the phone number, 256-608-72799 and your email is watsonbrandy@icloud.com. It's watsonbrandy1@icloud.com. Okay. And all right. So, you haven't received any- oh, your ID card? No. Okay. I'm gonna put you in a brief hold while I look up the, the ID card and I can send you a copy to your email. Okay, thank you. All right. Hey, check your email. You have received your benefits. Click okay to view your benefits. I don't see anybody. I'm just gonna put down 40. Did I type in this wrong or something? Yeah. Check it, search watsonbrandy1@icloud.com. It should be, watsonbrandy1@icloud.com. What is it for? Uh, for the email address it's for. Who is it for? Your name, your email address. Um, I think W-A-T-E-R-B-1-A-4. Wate-r-b-y? Hello? Go ahead. Go ahead. Um, you know how to send a copy of the ID card? That's what I was asking. You know, I didn't get my, my 39th birthday present. Hey, is that... Hey, is that 911? Yes, ma'am. Sorry to make you wait this moment. Um, I went ahead and... check your spam mail. But they are usually, um, different PDF files with each ID card. So, you're going to mail me a copy of them? Yes. Check, uh, your spam and junk mail, you might go there, and it's coming from info@benefits. And would that have authors on there also? Because he said he didn't even get his yet either. No, you don't, you don't get separate ones. They come to you, um, and it will say employee or spouse. His name is not going to be on, on the ID card. It will be your name. Oh, so it'll be my name, but it will cover him also? Yes, ma'am. Okay. I just wanted to double check. Anything else I can do for you? Uh, I think that's about it. When would I get the other cards because they said it would be coming in the mail? Um, let's see. And I haven't received them either. Well, the medical card, they only send digital, like the one I sent you today, but the dental and vision, you should be getting it sometime next week. Okay. Awesome. Thank you. All right. Thank

you for giving us a call. Have a great rest of the day. You too. Thank you.

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: Yes, ma'am. I applied for insurance and, uh, I was wondering if it went through yet.

Speaker speaker_0: Okay. So, can... You say you sign up for health insurance?

Speaker speaker_1: Yes, through my w- work. I got a text saying that I have 30 days to do it. I've already passed the 30 days. I just, I don't know if I have insurance, if, if it's active or what.

Speaker speaker_0: Okay. What is the name of the staffing agency you work for?

Speaker speaker_1: Uh, it's Bundy Forester, but also I have my fiance, or my husband on it, and he's also working.

Speaker speaker_0: No, ma'am. The name of the staffing agency.

Speaker speaker_1: Oh, it's, uh, Serge.

Speaker speaker_0: Search?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3591.

Speaker speaker_0: 3591?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Now, I need your first and last name, ma'am.

Speaker speaker_1: Forester. F-O-R-E-S-T-E-R.

Speaker speaker_0: Okay. Brandy?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: 355- 3557 County Road 97, Flat Rock, Alabama, 35966. My date of birth is August 30th, 1994.

Speaker speaker_0: Do you say you have a zip code or it's just 35...

Speaker speaker_1: It's 35966.

Speaker speaker_0: 35... Okay. Oh, that's the zip code but I was t- Um, so it's only 3551 County Road, no apartment number or anything?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. I just wanted to make sure we have it correct. Okay. And we have the phone number, 256-608-72799 and your email is watsonbrandy@icloud.com.

Speaker speaker_1: It's watsonbrandy1@icloud.com.

Speaker speaker_0: Okay. And all right. So, you haven't received any- oh, your ID card?

Speaker speaker_1: No.

Speaker speaker_0: Okay. I'm gonna put you in a brief hold while I look up the, the ID card and I can send you a copy to your email.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right.

Speaker speaker_1: Hey, check your email.

Speaker speaker_0: You have received your benefits. Click okay to view your benefits.

Speaker speaker_1: I don't see anybody. I'm just gonna put down 40.

Speaker speaker_0: Did I type in this wrong or something?

Speaker speaker_1: Yeah. Check it, search watsonbrandy1@icloud.com. It should be, watsonbrandy1@icloud.com.

Speaker speaker_0: What is it for?

Speaker speaker_1: Uh, for the email address it's for.

Speaker speaker_0: Who is it for? Your name, your email address.

Speaker speaker_1: Um, I think W-A-T-E-R-B-1-A-4.

Speaker speaker_0: Wate-r-b-y? Hello? Go ahead. Go ahead.

Speaker speaker_1: Um, you know how to send a copy of the ID card? That's what I was asking. You know, I didn't get my, my 39th birthday present.

Speaker speaker_0: Hey, is that... Hey, is that 911?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Sorry to make you wait this moment. Um, I went ahead and... check your spam mail. But they are usually, um, different PDF files with each ID card.

Speaker speaker_2: So, you're going to mail me a copy of them?

Speaker speaker_0: Yes. Check, uh, your spam and junk mail, you might go there, and it's coming from info@benefits.

Speaker speaker_2: And would that have authors on there also? Because he said he didn't even get his yet either.

Speaker speaker_0: No, you don't, you don't get separate ones. They come to you, um, and it will say employee or spouse. His name is not going to be on, on the ID card. It will be your name.

Speaker speaker_2: Oh, so it'll be my name, but it will cover him also?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. I just wanted to double check.

Speaker speaker_0: Anything else I can do for you?

Speaker speaker_2: Uh, I think that's about it. When would I get the other cards because they said it would be coming in the mail?

Speaker speaker_0: Um, let's see.

Speaker speaker_2: And I haven't received them either.

Speaker speaker_0: Well, the medical card, they only send digital, like the one I sent you today, but the dental and vision, you should be getting it sometime next week.

Speaker speaker_2: Okay. Awesome. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Thank you.