

Transcript: Pamela

Blanc-5603400664530944-6306024816689152

Full Transcript

... benefits and insurance, this is ... how may I help you? Hi. Um, I was calling... um, my husband is... got insurance through you guys, and I was trying to find out about getting some insurance cards. Okay. Are you owing the policy? Um, yes. May I have the last 40 years of your spouse first? Um... I'm sorry. The last four digits of his Social? Of my Social or his? His Social. 9252. Okay. So what's the staffing agency he works for? What? The name of the staffing agency that he works for. Uh, he works at ISS, which is Sparty Light Metals. But he works through ISS, Innovative Staff Solutions. Okay. And his first and last name? Farris. F-A-R-R-I-S. And what's the first name? Emmanuel. And what is your name, ma'am? Amie, A-M-I-E. Can you verify the date of birth for me please? Mine is 11-8-82. And just to make sure we have the correct address now on file, can you verify it for me? What was that? Um, to make sure we have the correct address on file, can you verify it for me? Yep. 5491 Richfield Road, Red Bud, Illinois, 62278. Thank you. Um, we have a phone number on file, 618-612-6062? Yes. And the email is amiemanny@icloud.com? Yes. All right. Here. So, um, you... Okay, so the enrollment's still pending. It's not active yet. We're waiting for his company, um, the staffing agency, um, to start the deductions. Okay. So, yeah, the enrollment, it is there. That's what we're waiting on to be able to start their benefits. Okay. Well, he's getting paid tomorrow, so... Well, if he gets paid tomorrow and they made the deductions, most likely it might show... Uh, we might get it over the weekend. Um, if you want to give us a call back on Monday just to double-check that we receive it, and the benefits became effective. Now, on Monday, if it, if it does go through, on Monday we might have the policy number generated that we could provide to you- Okay. ... but the ID cards, they take up to 72 hours to be available online. Okay. So for us to be able to send you digitals. Could they email that to us? Yes, when... Uh, but the benefits needs to be active and you will have to give us a call because we, we, we can't set it up like, um... Okay. ... to be automatically emailed out. Okay. If you want to- That is- Um, like, on his paycheck it should show if they made the deduction. Yeah. So, um, if you can't- He got the stub already. He got the stub already, and it shows, like, what his, what he's making and everything. And it says... It shows that it's coming out. Okay. But then I suggest you to give us a call on Monday just to make sure we receive it. Okay. That way the benefits could be active. Okay. All right? Anything other- All right, thank you. ... we can do for you? Nope, that's it. Thank you. All right. Thank you. Bye. All right.

Conversation Format

Speaker speaker_0: ... benefits and insurance, this is ... how may I help you?

Speaker speaker_1: Hi. Um, I was calling... um, my husband is... got insurance through you guys, and I was trying to find out about getting some insurance cards.

Speaker speaker_0: Okay. Are you owing the policy?

Speaker speaker_1: Um, yes.

Speaker speaker_0: May I have the last 40 years of your spouse first? Um... I'm sorry. The last four digits of his Social?

Speaker speaker_1: Of my Social or his?

Speaker speaker_0: His Social.

Speaker speaker_1: 9252.

Speaker speaker_0: Okay. So what's the staffing agency he works for?

Speaker speaker_1: What?

Speaker speaker_0: The name of the staffing agency that he works for.

Speaker speaker_1: Uh, he works at ISS, which is Sparty Light Metals. But he works through ISS, Innovative Staff Solutions.

Speaker speaker_0: Okay. And his first and last name?

Speaker speaker_1: Farris. F-A-R-R-I-S.

Speaker speaker_0: And what's the first name?

Speaker speaker_1: Emmanuel.

Speaker speaker_0: And what is your name, ma'am?

Speaker speaker_1: Amie, A-M-I-E.

Speaker speaker_0: Can you verify the date of birth for me please?

Speaker speaker_1: Mine is 11-8-82.

Speaker speaker_0: And just to make sure we have the correct address now on file, can you verify it for me?

Speaker speaker_1: What was that?

Speaker speaker_0: Um, to make sure we have the correct address on file, can you verify it for me?

Speaker speaker_1: Yep. 5491 Richfield Road, Red Bud, Illinois, 62278.

Speaker speaker_0: Thank you. Um, we have a phone number on file, 618-612-6062?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is amiemanny@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Here. So, um, you... Okay, so the enrollment's still pending. It's not active yet. We're waiting for his company, um, the staffing agency, um, to start the deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: So, yeah, the enrollment, it is there. That's what we're waiting on to be able to start their benefits.

Speaker speaker_1: Okay. Well, he's getting paid tomorrow, so...

Speaker speaker_0: Well, if he gets paid tomorrow and they made the deductions, most likely it might show... Uh, we might get it over the weekend. Um, if you want to give us a call back on Monday just to double-check that we receive it, and the benefits became effective. Now, on Monday, if it, if it does go through, on Monday we might have the policy number generated that we could provide to you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but the ID cards, they take up to 72 hours to be available online.

Speaker speaker_1: Okay.

Speaker speaker_0: So for us to be able to send you digitals.

Speaker speaker_1: Could they email that to us?

Speaker speaker_0: Yes, when... Uh, but the benefits needs to be active and you will have to give us a call because we, we, we can't set it up like, um...

Speaker speaker_1: Okay.

Speaker speaker_0: ... to be automatically emailed out.

Speaker speaker_1: Okay.

Speaker speaker_0: If you want to-

Speaker speaker_1: That is-

Speaker speaker_0: Um, like, on his paycheck it should show if they made the deduction.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, um, if you can't-

Speaker speaker_1: He got the stub already. He got the stub already, and it shows, like, what his, what he's making and everything. And it says... It shows that it's coming out.

Speaker speaker_0: Okay. But then I suggest you to give us a call on Monday just to make sure we receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: That way the benefits could be active.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Anything other-

Speaker speaker_1: All right, thank you.

Speaker speaker_0: ... we can do for you?

Speaker speaker_1: Nope, that's it. Thank you.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: All right.