

Transcript: Pamela

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Full Transcript

Thank you for calling Medical Center of Florida. This is Pamela speaking. How may I help you? Yes, ma'am. Uh, I'm trying to reinstate my insurance. Wha- would I be able to do that with y'all? Um, yes, let's see if we could do that. Who do you work for, sir? OnTrack. May I please have your social? 3059. First and last name, sir? Hermon Johnson. Mr. Johnson, 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? Uh, 2601 West Walnut Hill Lane, Irving, Texas 75038, March 12th, '83. All right. Thank you for the information. We have a telephone number on file, 97250357575- 7555. And your email - Hello? ... is currently hello for us. Can you hear me now? Okay. So let's hope this connection ... Have you- I'm breaking up a little bit. ... said hello. Hello? Yes, I'm here. Hello? Yeah. So we could reinstate the benefits exactly how you had it before, the medical, dental and vision. Mm-hmm. That's all it is h-... That's all, that's all I want. All right. So the benefits will take one to two weeks. For the benefits to start, we have to receive the first payment from your employer. All right. Okay? And is there anything else I could do for you, sir? No, that'll be it. Thank you for giving us a call. Have a great rest of the day, sir. You too. All right. Take care.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center of Florida. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. Uh, I'm trying to reinstate my insurance. Wha- would I be able to do that with y'all?

Speaker speaker_0: Um, yes, let's see if we could do that. Who do you work for, sir?

Speaker speaker_1: OnTrack.

Speaker speaker_0: May I please have your social?

Speaker speaker_1: 3059.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Hermon Johnson.

Speaker speaker_0: Mr. Johnson, 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: Uh, 2601 West Walnut Hill Lane, Irving, Texas 75038, March 12th, '83.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 97250357575- 7555. And your email -

Speaker speaker_1: Hello?

Speaker speaker_0: ... is currently hello for us.

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Okay. So let's hope this connection ... Have you-

Speaker speaker_1: I'm breaking up a little bit.

Speaker speaker_0: ... said hello.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, I'm here.

Speaker speaker_1: Hello? Yeah.

Speaker speaker_0: So we could reinstate the benefits exactly how you had it before, the medical, dental and vision.

Speaker speaker_1: Mm-hmm. That's all it is h-... That's all, that's all I want.

Speaker speaker_0: All right. So the benefits will take one to two weeks. For the benefits to start, we have to receive the first payment from your employer.

Speaker speaker_1: All right.

Speaker speaker_0: Okay? And is there anything else I could do for you, sir?

Speaker speaker_1: No, that'll be it.

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

Speaker speaker_1: You too. All right. Take care.