

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Anna. I'm calling from American Public Life. Um, I have an insured on the other line whose policy is terminated, but she's, um, she's under the impression that it should be active. So she just needs to speak with somebody about her enrollment and, um, if it does need to be active, then, you know, you all will send that to us. Okay. Can you please tell me who she works for? Mm-hmm. Hold on one second. Um, it says TRC Staffing Services Incorporated. Right. If by any chance you have her last four digits of her Social so I could pull out her file. Mm-hmm. It's 1879. 1879. First and last name? Is Angel Goudy. G-O-U-D-Y. Angel Goudy? Okay. I just wanna get the information before... Oh, sure. It's no problem. Um, date of birth is 7/07/1980? Yes. That's correct. All right. You can go ahead and transfer. She's not enrolled in the benefits since last year. Right. Okay. Hold on one moment. Thank you. You're welcome. Hello, Angel? Yes. Thank you so much for holding. I apologize for that wait. I have Pamela on the line and she'll be assisting you further, okay? Thank you. You're welcome. Thanks for calling APL. Bye-bye. Hi. Um, yes, sir. I mean, my name is Pamela and I will be assisting you with, um, your information. Uh, okay. Can we verify your complete address and date of birth just to make sure I am in the correct file? 37750 Satellite Boulevard, Apartment 327, Duluth, Georgia, 30096, 7278. All right. Thank you for the information. Um, I see that you were trying to get information about your enrollment. Um. Let's see. No. All right, so your benefits... Let's see here. Let me give me one second. Okay. So you canceled your benefits back in August, 2024. Okay. Mommy. Baby, what are you doing? Woo. So you claim to be- Because I had, um, this person from APL said that you... ... four. Excuse me? Go ahead. Okay. So, um, so the person that talked to you from APL says that you thought that your benefits were active? Yeah, because if I cancel in 2024, and I was calling then to see where my cards were, and I'm just now getting them right now today as in a few days ago. So that's why I'm calling to make sure if it was actually canceled or not, or if it's active. Oh. Because like I said, I had to call back in August and September with this issue about the insurance, but they were taking money from me but I couldn't utilize my benefits. And it is just crazy. I want ... Ma'am? Yeah. I'm having trouble hearing you. Um, you said that you received the ID form? Yes. I just received the card for vision and dental a few days ago. Okay. So I, uh, I cannot explain why you receive them now, because, uh, we do not send it ourself. It's the carrier that, that does that. Now, uh, but your benefits are not, not active. You could disregard them. Oh, so I can disregard them? So can you tell me how many payments you guys took out that y'all need to be refunding me? Your benefits, uh, as far as I see here, you have one deduction back in September. I had one. That's what, uh, it shows in our system, that it was just one that was deducted back then.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, Pamela. My name is Anna. I'm calling from American Public Life. Um, I have an insured on the other line whose policy is terminated, but she's, um, she's under the impression that it should be active. So she just needs to speak with somebody about her enrollment and, um, if it does need to be active, then, you know, you all will send that to us.

Speaker speaker\_0: Okay. Can you please tell me who she works for?

Speaker speaker\_1: Mm-hmm. Hold on one second. Um, it says TRC Staffing Services Incorporated.

Speaker speaker\_0: Right. If by any chance you have her last four digits of her Social so I could pull out her file.

Speaker speaker\_1: Mm-hmm. It's 1879.

Speaker speaker\_0: 1879. First and last name?

Speaker speaker\_1: Is Angel Goudy. G-O-U-D-Y.

Speaker speaker\_0: Angel Goudy? Okay. I just wanna get the information before...

Speaker speaker\_1: Oh, sure. It's no problem.

Speaker speaker\_0: Um, date of birth is 7/07/1980?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: All right. You can go ahead and transfer. She's not enrolled in the benefits since last year.

Speaker speaker\_1: Right. Okay. Hold on one moment.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: You're welcome. Hello, Angel?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you so much for holding. I apologize for that wait. I have Pamela on the line and she'll be assisting you further, okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling APL. Bye-bye.

Speaker speaker\_0: Hi. Um, yes, sir. I mean, my name is Pamela and I will be assisting you with, um, your information. Uh, okay. Can we verify your complete address and date of birth just to make sure I am in the correct file?

Speaker speaker\_2: 37750 Satellite Boulevard, Apartment 327, Duluth, Georgia, 30096, 7278.

Speaker speaker\_0: All right. Thank you for the information. Um, I see that you were trying to get information about your enrollment. Um. Let's see. No. All right, so your benefits... Let's see here. Let me give me one second. Okay. So you canceled your benefits back in August, 2024.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Mommy. Baby, what are you doing? Woo.

Speaker speaker\_0: So you claim to be-

Speaker speaker\_4: Because I had, um, this person from APL said that you...

Speaker speaker\_3: ... four.

Speaker speaker\_4: Excuse me?

Speaker speaker\_0: Go ahead.

Speaker speaker\_4: Okay. So, um, so the person that talked to you from APL says that you thought that your benefits were active?

Speaker speaker\_2: Yeah, because if I cancel in 2024, and I was calling then to see where my cards were, and I'm just now getting them right now today as in a few days ago. So that's why I'm calling to make sure if it was actually canceled or not, or if it's active.

Speaker speaker\_4: Oh.

Speaker speaker\_2: Because like I said, I had to call back in August and September with this issue about the insurance, but they were taking money from me but I couldn't utilize my benefits. And it is just crazy.

Speaker speaker\_3: I want ...

Speaker speaker\_0: Ma'am?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I'm having trouble hearing you. Um, you said that you received the ID form?

Speaker speaker\_2: Yes. I just received the card for vision and dental a few days ago.

Speaker speaker\_1: Okay. So I, uh, I cannot explain why you receive them now, because, uh, we do not send it ourself. It's the carrier that, that does that. Now, uh, but your benefits are not, not active. You could disregard them.

Speaker speaker\_2: Oh, so I can disregard them? So can you tell me how many payments you guys took out that y'all need to be refunding me?

Speaker speaker\_1: Your benefits, uh, as far as I see here, you have one deduction back in September.

Speaker speaker\_2: I had one.

Speaker speaker\_1: That's what, uh, it shows in our system, that it was just one that was deducted back then.