

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and This is Pamela speaking. How may I help you? Hello. I'm trying to see how do I access my insurance? You said, um, you want to make changes? I couldn't hear you. Can you repeat that? Okay. Thank you for calling Benefits and This is Pamela speaking. How may I help you? Hello. I'm trying to see how do I access my insurance? And who do you work for? Crown. May I have the last four digits of the social? 0198. 0198? Mm-hmm. First and last name? Ciara Marbly. Okay. Ms. Marb- Marbly, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1070 Ruleville 63141 St. Louis, Missouri, 04-14-1992. Thank you for the information. We have a telephone number on file, 314-827-9919. And your email is your first... I'm sorry, your last name- Last name, first name, yes. Okay. And... Yeah, I see that you, that you enrolled in the VRS plan for child. Mm-hmm. What would you like to change? I wouldn't like to change anything. I'm trying to see how do I get the information so I could get my medication. Well, your benefit's still not active. It's not enough time. It takes- When will it be active? Um, it takes one to two weeks for all benefits to start. We have to receive the premium from your employer before your benefits are active. Okay. It's been a week, so I guess give it another week. But when you see that they make the deductions on your payroll, 6.99, the following Monday, your benefits will be active. Okay. All right. Anything else- All right. ... I can do for you? No. All right. Thank you for calling Benefits and Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and

Speaker speaker_2: This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. I'm trying to see how do I access my insurance?

Speaker speaker_2: You said, um, you want to make changes? I couldn't hear you.

Speaker speaker_1: Can you repeat that?

Speaker speaker_2: Okay. Thank you for calling Benefits and

Speaker speaker_3: This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. I'm trying to see how do I access my insurance?

Speaker speaker_2: And who do you work for?

Speaker speaker_1: Crown.

Speaker speaker_2: May I have the last four digits of the social?

Speaker speaker_1: 0198.

Speaker speaker_2: 0198?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: First and last name?

Speaker speaker_1: Ciara Marbly.

Speaker speaker_2: Okay. Ms. Marb- Marbly, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 1070 Ruleville 63141 St. Louis, Missouri, 04-14-1992.

Speaker speaker_2: Thank you for the information. We have a telephone number on file, 314-827-9919. And your email is your first... I'm sorry, your last name-

Speaker speaker_1: Last name, first name, yes.

Speaker speaker_2: Okay. And... Yeah, I see that you, that you enrolled in the VRS plan for child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: What would you like to change?

Speaker speaker_1: I wouldn't like to change anything. I'm trying to see how do I get the information so I could get my medication.

Speaker speaker_2: Well, your benefit's still not active. It's not enough time. It takes-

Speaker speaker_1: When will it be active?

Speaker speaker_2: Um, it takes one to two weeks for all benefits to start. We have to receive the premium from your employer before your benefits are active.

Speaker speaker_1: Okay. It's been a week, so I guess give it another week.

Speaker speaker_2: But when you see that they make the deductions on your payroll, 6.99, the following Monday, your benefits will be active.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Anything else-

Speaker speaker_1: All right.

Speaker speaker_2: ... I can do for you?

Speaker speaker_1: No.

Speaker speaker_2: All right. Thank you for calling Benefits and

Speaker speaker_3: Have a great rest of the day.

Speaker speaker_1: You too.