

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Uh, yes, uh, I applied for benefits like, uh- In the card? ... four or five... Hello? Hello? Yes, can you hear me? Yes, sir. Yeah, I was trying to see, um, are they... Are... Can I use them? Like, have they been... Are they ready to be used yet? Okay. So you're trying to find out about your health benefits? Oh, this is health benefits? I can s- I don't know- Oh, dent- dent- dentist. Okay. And who do you work for? Uh, uh, Partners Personal. May I have the last four digits of your social so I can pull up your file? 3081. First and last name? Watley. Hello? D'Angelo Watley. For some reason, you're cutting off. I'm not able to hear you. Can you repeat- I can hear you. I can hear you. D'Angelo Watley. Mr. Watley, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth? 174077, Sandy Branch, uh, Buford, Georgia. Uh, June the 24th, 1997. Thank you. 30519 is your CIPCO in your area. Yep. We have a phone number on file, 469-781-3760 and your email is the... Um, well, I think your last name- Watley- fourteen@gmail.com. Yes. Well, your benefits still not active, they're still pending. Um, you enrolled on the 7th, it take two to three weeks for them to start. As soon as we receive the first premium from your employer, the following Monday, that's when the benefits will be active. So I gotta wait, um, another week? Most likely one to two weeks. It all depends on how- When I enro- how... Wh- who I enrolled October the 7th? Yes. What day- But then you did called in on the 7th. I mean, I'm sorry, let me see. On the 29th, and then on the- Okay. Yeah. ... 7th w- we try to, um, contact you, but we don't have access to your payroll, so everything depends on how long Partner Personnel takes to process the information. And... So the premium could start being deducted from your paycheck. Okay. Thank you for calling D'Angelo's. No problem. Thank you for giving us a call. 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 in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, uh, I applied for benefits like, uh-

Speaker speaker_1: In the card?

Speaker speaker_2: ... four or five... Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Yes, can you hear me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, I was trying to see, um, are they... Are... Can I use them? Like, have they been... Are they ready to be used yet?

Speaker speaker_1: Okay. So you're trying to find out about your health benefits?

Speaker speaker_2: Oh, this is health benefits?

Speaker speaker_1: I can s- I don't know-

Speaker speaker_2: Oh, dent- dent- dentist.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: Uh, uh, Partners Personal.

Speaker speaker_1: May I have the last four digits of your social so I can pull up your file?

Speaker speaker_2: 3081.

Speaker speaker_1: First and last name?

Speaker speaker_2: Watley.

Speaker speaker_1: Hello?

Speaker speaker_2: D'Angelo Watley.

Speaker speaker_1: For some reason, you're cutting off. I'm not able to hear you. Can you repeat-

Speaker speaker_2: I can hear you. I can hear you. D'Angelo Watley.

Speaker speaker_1: Mr. Watley, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: 174077, Sandy Branch, uh, Buford, Georgia. Uh, June the 24th, 1997.

Speaker speaker_1: Thank you. 30519 is your CIPCO in your area.

Speaker speaker_2: Yep.

Speaker speaker_1: We have a phone number on file, 469-781-3760 and your email is the... Um, well, I think your last name-

Speaker speaker_2: Watley-

Speaker speaker_1: fourteen@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Well, your benefits still not active, they're still pending. Um, you enrolled on the 7th, it take two to three weeks for them to start. As soon as we receive the first premium from your employer, the following Monday, that's when the benefits will be active.

Speaker speaker_2: So I gotta wait, um, another week?

Speaker speaker_1: Most likely one to two weeks. It all depends on how-

Speaker speaker_2: When I enro- how... Wh- who I enrolled October the 7th?

Speaker speaker_1: Yes.

Speaker speaker_2: What day-

Speaker speaker_1: But then you did called in on the 7th. I mean, I'm sorry, let me see. On the 29th, and then on the-

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: ... 7th w- we try to, um, contact you, but we don't have access to your payroll, so everything depends on how long Partner Personnel takes to process the information. And... So the premium could start being deducted from your paycheck.

Speaker speaker_2: Okay. Thank you for calling D'Angelo's.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.