

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 Spea- speaking, how may I help you? Um, yes, I was just wanting to know how long that I have benefits for. You wanna know how long you have benefits? Yes. Who do you work for? Um, I work for the Kentucky State Highway Road Department and- I can barely hear you, ma'am. I need... Can barely hear you and I need the name of the staffing agency. Crown Staffing. Okay. May I have the last four digits of your Social? 8034- 5834? 8031- Ma'am, I could barely understand what you're saying, you're cutting off. ... 034. 0364. 8034. Sorry about this, ma'am. And your first and last name? That's fine. Christine, K-E-A-R-I-S-T-I-N-E, Stone. Mrs. Stone, 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? 49 Borland Avenue, Dixon, Kentucky 4209... Uh, four... I don't know, it was in the cutted off, so I never tell you. Uh, anyway it's Dix- 42-something and then my, uh, birth date is 5/30/1967. Thank you for the information. We have a telephone number of 502-702-632843, and your email is your first name dot your last name 1967@gmail.com. Yes, ma'am. Okay. So your benefits are not active? Okay. Okay. Are you currently working? No. I should have had them until, until the end of, uh, the month on 12/31 at least. That's what I was gonna ask you about. Um, your last day of coverage was on the 5th- On the 5th? ... of this month. Yes. Oh, the 5th of, uh, January? January. Okay. Yes. Okay. Well, I didn't... That's what I was gonna ask because I, I didn't give the card till I found out when it was. So I went to the doctor, and, uh, that's the reason why I got fired, because I missed too much because I'm sick. But anyway, long story short, I got to have a colonoscopy and I know that I'm not gonna use it then, but I just needed to know if it was still active in December. You know what I'm saying? Because that was the month that I got, I got laid off. Well, it was active- Mm-hmm. ... um, the week of the 23rd into the 29th you didn't have coverage that week. And then you had coverage again on the 30th until the 5th. Okay. Um, before that you have coverage from the 1st to the 22nd. So you have one week in December that you didn't have coverage. Yeah, that's because I couldn't come in at all. Um, I have got GI issues going on, so that's why, and then they let me go because, which I think it's wrong because, um, I kept going to the doctor trying to get 'em to do something, you know? But anyway... Is there anything else I can do for you, ma'am? No. Just tell me which week was it that I don't have, that way I don't apply anything toward that week. But- On the 23rd till the 29th. 23rd to the 29th. Okay. Mm-hmm. Uh, December, okay. That's what I needed to know because I don't- Okay. Like I just... I just kept going to the doctor so they, you know, finally just trying to figure out what was wrong with me. So far I, I got IBS, but I don't know what else, but anyway, I mean, I'm for real sick and I don't know why they got rid of me. It was wrong, but yeah. But... Well, I'm sorry to hear that. Yeah, five days before Christmas Eve, can you imagine? Wow. And me being sick, I mean... Yeah, so thank you for

your empathy, I really do appreciate you. All right, thank you for being on the call. I wasn't trying to yell. I hope everything works out. Yes, thank you. You have a blessed day and a blessed- You too, ma'am. Thank you. Bye. Bye-bye.

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 Spea- speaking, how may I help you?

Speaker speaker_2: Um, yes, I was just wanting to know how long that I have benefits for.

Speaker speaker_1: You wanna know how long you have benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Um, I work for the Kentucky State Highway Road Department and-

Speaker speaker_1: I can barely hear you, ma'am. I need... Can barely hear you and I need the name of the staffing agency.

Speaker speaker_2: Crown Staffing.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 8034-

Speaker speaker_1: 5834?

Speaker speaker_2: 8031-

Speaker speaker_1: Ma'am, I could barely understand what you're saying, you're cutting off.

Speaker speaker_2: ... 034.

Speaker speaker_1: 0364.

Speaker speaker_2: 8034.

Speaker speaker_1: Sorry about this, ma'am. And your first and last name?

Speaker speaker_2: That's fine. Christine, K-E-A-R-I-S-T-I-N-E, Stone.

Speaker speaker_1: Mrs. Stone, 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_2: 49 Borland Avenue, Dixon, Kentucky 4209... Uh, four... I don't know, it was in the cutted off, so I never tell you. Uh, anyway it's Dix- 42-something and then my, uh, birth date is 5/30/1967.

Speaker speaker_1: Thank you for the information. We have a telephone number of 502-702-632843, and your email is your first name dot your last name 1967@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So your benefits are not active?

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Are you currently working?

Speaker speaker_2: No. I should have had them until, until the end of, uh, the month on 12/31 at least. That's what I was gonna ask you about.

Speaker speaker_1: Um, your last day of coverage was on the 5th-

Speaker speaker_2: On the 5th?

Speaker speaker_1: ... of this month. Yes.

Speaker speaker_2: Oh, the 5th of, uh, January?

Speaker speaker_1: January.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Well, I didn't... That's what I was gonna ask because I, I didn't give the card till I found out when it was. So I went to the doctor, and, uh, that's the reason why I got fired, because I missed too much because I'm sick. But anyway, long story short, I got to have a colonoscopy and I know that I'm not gonna use it then, but I just needed to know if it was still active in December. You know what I'm saying? Because that was the month that I got, I got laid off.

Speaker speaker_1: Well, it was active-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, the week of the 23rd into the 29th you didn't have coverage that week. And then you had coverage again on the 30th until the 5th.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, before that you have coverage from the 1st to the 22nd. So you have one week in December that you didn't have coverage.

Speaker speaker_2: Yeah, that's because I couldn't come in at all. Um, I have got GI issues going on, so that's why, and then they let me go because, which I think it's wrong because, um, I kept going to the doctor trying to get 'em to do something, you know? But anyway...

Speaker speaker_1: Is there anything else I can do for you, ma'am?

Speaker speaker_2: No. Just tell me which week was it that I don't have, that way I don't apply anything toward that week. But-

Speaker speaker_1: On the 23rd till the 29th.

Speaker speaker_2: 23rd to the 29th. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, December, okay. That's what I needed to know because I don't-

Speaker speaker_1: Okay.

Speaker speaker_2: Like I just... I just kept going to the doctor so they, you know, finally just trying to figure out what was wrong with me. So far I, I got IBS, but I don't know what else, but anyway, I mean, I'm for real sick and I don't know why they got rid of me. It was wrong, but yeah. But...

Speaker speaker_1: Well, I'm sorry to hear that.

Speaker speaker_2: Yeah, five days before Christmas Eve, can you imagine?

Speaker speaker_1: Wow.

Speaker speaker_2: And me being sick, I mean... Yeah, so thank you for your empathy, I really do appreciate you.

Speaker speaker_1: All right, thank you for being on the call.

Speaker speaker_2: I wasn't trying to yell.

Speaker speaker_1: I hope everything works out.

Speaker speaker_2: Yes, thank you. You have a blessed day and a blessed-

Speaker speaker_1: You too, ma'am.

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: Bye-bye.