

## **Transcript: Pamela**

**Blanc-5964847355969536-5242630022283264**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. Um, I was calling because, um, I recently, um, s- signed up for your guys' insurance through the job that I have. Mm-hmm. Um, and I haven't received like, my, like physical, like cards yet for the insurance. Um, and I unfortunately broke my foot. Um, so I'm just looking to see if I can gather, like my, like ID number, group number, any of that kinda sorta stuff, so I could- Mm-hmm. ... pass that information along to, um, my insuran- uh, the hospital. All right. And who do you work for, ma'am? Um, I work for, uh, Seagate in Minnesota. That's the name of the staffing agency? Oh, the name of the staff ag- agency is Dougherty. Okay. May I have the last four digits of your Social, so I can pull up your file? Yeah. Uh, 5199. Your first and last name? Uh, Vivica Brown. Ms. Brown, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yes. Uh, address is 17857 70th Place North, um, and that's Osseo, Minnesota. Okay. And then birthday is January 21st, 1997. Thank you for the information. We have a telephone number on file, 952-799282. Um, okay, and your email is your first name, 953 at gmail.com? Yes. Right. So let's see. All right. I'm gonna go ahead and put you in a wait hold, so I could, um, gather your ID card and so I could email it to you though. That will... Would that work for you? Oh, okay. Yeah, that would be wonderful. Thank you so much. Okay. Just bear with me. Ms. Brown? Yep. Thank you for holding. I sent you your ID card, um, to the email we have on file. Um, check your spam and junk mail. It might go there. Also, I sent you two separate email as well. One is for, to register for your free Rx, a plan, and the other one is for your behavioral health. Oh, okay. Check your spam and junk mail. It might go there, and it's coming from info@BenefitsInACar. Okay. Anything else I could do for you, ma'am? Um, I don't know if this goes through you guys or if I need to contact just, um, the company, but do you guys deal with like, um, like the short-term, like, disability stuff? Yes. But you're not enrolled in short term. Oh, I'm not? No, ma'am. Ah. Do you know if I would've had to do that when I first started, or... Uh, let's see here. Um, let me double-check if we still have time. Um, let's see. I could check with our eligibility department to see if you're still on time to enroll, um, but I will have to get back to you. Maybe- Oh, okay. ... today, if I get a response or definitely on Monday, because tomorrow, we do not open. Ah, okay. All right? Okay. Yeah. Anything e- Okay. Thank you. Okay. Anything else I can do for you, ma'am? Uh, no. All right. Thank you for giving us a call. Have a great rest of the day. You too. Okay. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Um, I was calling because, um, I recently, um, s- signed up for your guys' insurance through the job that I have.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, and I haven't received like, my, like physical, like cards yet for the insurance. Um, and I unfortunately broke my foot. Um, so I'm just looking to see if I can gather, like my, like ID number, group number, any of that kinda sorta stuff, so I could-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... pass that information along to, um, my insuran- uh, the hospital.

Speaker speaker\_0: All right. And who do you work for, ma'am?

Speaker speaker\_1: Um, I work for, uh, Seagate in Minnesota.

Speaker speaker\_0: That's the name of the staffing agency?

Speaker speaker\_1: Oh, the name of the staff ag- agency is Dougherty.

Speaker speaker\_0: Okay. May I have the last four digits of your Social, so I can pull up your file?

Speaker speaker\_1: Yeah. Uh, 5199.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Uh, Vivica Brown.

Speaker speaker\_0: Ms. Brown, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Yes. Uh, address is 17857 70th Place North, um, and that's Osseo, Minnesota.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then birthday is January 21st, 1997.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 952-799282. Um, okay, and your email is your first name, 953 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. So let's see. All right. I'm gonna go ahead and put you in a wait hold, so I could, um, gather your ID card and so I could email it to you though. That will... Would that work for you?

Speaker speaker\_1: Oh, okay. Yeah, that would be wonderful. Thank you so much.

Speaker speaker\_0: Okay. Just bear with me. Ms. Brown?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you for holding. I sent you your ID card, um, to the email we have on file. Um, check your spam and junk mail. It might go there. Also, I sent you two separate email as well. One is for, to register for your free Rx, a plan, and the other one is for your behavioral health.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Check your spam and junk mail. It might go there, and it's coming from info@BenefitsInACar.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Anything else I could do for you, ma'am?

Speaker speaker\_1: Um, I don't know if this goes through you guys or if I need to contact just, um, the company, but do you guys deal with like, um, like the short-term, like, disability stuff?

Speaker speaker\_0: Yes. But you're not enrolled in short term.

Speaker speaker\_1: Oh, I'm not?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Ah. Do you know if I would've had to do that when I first started, or...

Speaker speaker\_0: Uh, let's see here. Um, let me double-check if we still have time. Um, let's see. I could check with our eligibility department to see if you're still on time to enroll, um, but I will have to get back to you. Maybe-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... today, if I get a response or definitely on Monday, because tomorrow, we do not open.

Speaker speaker\_1: Ah, okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: Anything e-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Okay. Anything else I can do for you, ma'am?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Bye-bye.