

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... This is Pamela speaking. How may I help you? Hi, yes. Um, I recently was re-enrolled. Uh, I'm just trying to see if it's too late to add additional coverage? Um... What's the name of the staffing agency you work for? Um, Oxford Global Consultants. Oxford? Oxford? Oxford, yes. May I have the last four digits of your Social so I can pull up your file? 4805. First and last name, ma'am? Nastasia Folks. -mth, th, th, two. Ms. Folks, 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. Um, address is 509 Calyste Loop, St. Cloud, Florida 34771. Date of birth is seven. I couldn't hear the first, uh, of the, um, date of birth, I'm sorry. December 1, '28, 1987. Thank you. We have a phone number of 509-547-3606, and your email is ncfolks, your last name at gmail.com? Yes. Okay. Uh, so the three- well, unfortunately, Ms. Folks, uh, on the fifth was the last day to make changes. I'm sorry? On the fifth of May. On the fifth of May was your last day- Yes. ... to make changes. I'm sorry, what? I cannot hear you. You're cutting off. Yeah, I know. I'm trying to find a better connection. Um, you said May what was the, the last day to changes? On the fifth. The fifth. Okay. All right. Okay. Anything else I can do for you? No, that'll do it. Thank you. Let me, let me...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, yes. Um, I recently was re-enrolled. Uh, I'm just trying to see if it's too late to add additional coverage?

Speaker speaker_0: Um... What's the name of the staffing agency you work for?

Speaker speaker_1: Um, Oxford Global Consultants.

Speaker speaker_0: Oxford? Oxford?

Speaker speaker_1: Oxford, yes.

Speaker speaker_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 4805.

Speaker speaker_0: First and last name, ma'am?

Speaker speaker_1: Nastasia Folks.

Speaker speaker_2: -mth, th, th, two. Ms. Folks, 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: Um, address is 509 Calyste Loop, St. Cloud, Florida 34771. Date of birth is seven.

Speaker speaker_0: I couldn't hear the first, uh, of the, um, date of birth, I'm sorry.

Speaker speaker_1: December 1, '28, 1987.

Speaker speaker_0: Thank you. We have a phone number of 509-547-3606, and your email is ncfolks, your last name at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, so the three- well, unfortunately, Ms. Folks, uh, on the fifth was the last day to make changes.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: On the fifth of May. On the fifth of May was your last day-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to make changes.

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: I cannot hear you. You're cutting off.

Speaker speaker_1: Yeah, I know. I'm trying to find a better connection. Um, you said May what was the, the last day to changes?

Speaker speaker_0: On the fifth.

Speaker speaker_1: The fifth. Okay. All right.

Speaker speaker_0: Okay. Anything else I can do for you?

Speaker speaker_1: No, that'll do it. Thank you.

Speaker speaker_0: Let me, let me...