

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, Pamela. Uh, my name is Michael Brehm. The last name is spelled B as in boy, R-E-H-M as in Mary. And, um, I'd like to add... So last week I called and I, um, requested, uh, to be included in, um, the benefits plan, uh, for life, short-term dis- let's see, short-term disability, vision, um, and maybe one other thing. . I, I don't remember right now. I'm sorry? Okay. Go ahead. I'm listening. And so- Yeah. Good. Uh, thank you. And then, so today, um, I've also decided to sign up for dental. Okay. And what's the last four digits of your Social? 6030. Mr. Brehm, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. So it's... Address is 40W420 Apache Lane, Huntley, Illinois, 60142. And my birthday is January 31st, 1968. Thank you. We have a telephone number on file, 224-430-44533. And your email is mj... Brehm... Your last name at gmail.com? Yes. Mjbrehm@gmail.com. Correct. Okay. So, let's see. You are enrolled in short-term life and vision, and we're going to add dental, right? Yes. And this is for your spouse as well? Yes. Thank you. So the premium will change from \$10.85 to \$17.86. Okay. So everything else stays the same. The date of the enrollment... I mean, not the enrollment, the benefits will be begin, and you will receive the ID cards within seven to 10 days after the benefits are active. Okay. Right. Great. Is there anything else I could do for you, sir? Yeah, I just want to confirm, so my total package now is, um, dental, vision, term life and short-term disability. Is that right? Correct. Great. Thank you very much. Thank you for giving us a call. Have a great rest of the day. You too. Take care.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, Pamela. Uh, my name is Michael Brehm. The last name is spelled B as in boy, R-E-H-M as in Mary. And, um, I'd like to add... So last week I called and I, um, requested, uh, to be included in, um, the benefits plan, uh, for life, short-term dis- let's see, short-term disability, vision, um, and maybe one other thing. . I, I don't remember right now. I'm sorry?

Speaker speaker\_1: Okay. Go ahead. I'm listening.

Speaker speaker\_2: And so- Yeah. Good. Uh, thank you. And then, so today, um, I've also decided to sign up for dental.

Speaker speaker\_1: Okay. And what's the last four digits of your Social?

Speaker speaker\_2: 6030.

Speaker speaker\_1: Mr. Brehm, 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\_2: Yes. So it's... Address is 40W420 Apache Lane, Huntley, Illinois, 60142. And my birthday is January 31st, 1968.

Speaker speaker\_1: Thank you. We have a telephone number on file, 224-430-44533. And your email is mj...

Speaker speaker\_3: Brehm... Your last name at gmail.com?

Speaker speaker\_2: Yes. Mjbrehm@gmail.com. Correct.

Speaker speaker\_1: Okay. So, let's see. You are enrolled in short-term life and vision, and we're going to add dental, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And this is for your spouse as well?

Speaker speaker\_2: Yes. Thank you.

Speaker speaker\_1: So the premium will change from \$10.85 to \$17.86.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So everything else stays the same. The date of the enrollment... I mean, not the enrollment, the benefits will begin, and you will receive the ID cards within seven to 10 days after the benefits are active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Right.

Speaker speaker\_2: Great.

Speaker speaker\_1: Is there anything else I could do for you, sir?

Speaker speaker\_2: Yeah, I just want to confirm, so my total package now is, um, dental, vision, term life and short-term disability. Is that right?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Great. Thank you very much.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Take care.