

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela, uh, speaking. How may I help you? Oh, my goodness. Um, good afternoon. Sorry. How are you? Good, thank you. I dropped, , my headphones. I'm so sorry. Oh, no problem. Just making sure you're okay. Okay. Um- Thank you. Yeah, no worries. I hope you, you and your family had a good, uh, Easter, Resurrection Sunday. Yes, thank you. Um, I'm, I'm... Welcome. I'm calling because I, uh, I wanna check the coverages on my insurance. Okay. Um, I will... You need my name, address, phone number? I only need a, your... The name of the company you're working for, the staffing agency- Mm-hmm. ... and the last four digits of your social. Okay, so the name of the agency is Oxford Global. Okay. And last four of social is 3099. 3099. Yes. This is Tavares Elmond. Okay. Mr. Elmond, for security reasons and just to make sure we are- Mm-hmm. ... in the correct file, I need to verify the complete address and date of birth. My address, 20222 Morton Road, Unit 553, Katy, K-A-T-Y, Texas 77449, and date of birth is 1/22/75. Okay. Thank you. We have a phone number on file, 216-287-5886. Yes, ma'am. And what do you need help with, sir? So, I need to share my... Well, I wanted to make sure that my children are still covered. And I don't remem-... How do I, um, extend my benefit card information to my kids' mom? So in case I'm not around and she needs to take them to the doctor, she'll have the information that she needs? Okay. So, what I could do, I could email you the copies- Okay. Okay. ... and then you can forward the email to her. Perfect. All right. Um, just bear with me. I'm gonna put you in a brief hold while I generate the information. Yes, ma'am. Thank you. Thank you. Mm-hmm. Mr. Elmond? Yes, ma'am. Thank you for holding. Sorry to make you wait. Mm-hmm. No problem. Um, I went ahead and emailed you the ID cards. I sent all of them. Okay. Um, check your spam and junk mail. It might go there. Okay. And the card- There you go. Do the cards have my name and then the kids' name or do they have their own card with their own name on it? No. It will say the employee's plus child's. Okay. But when they go into the system- Mm-hmm. ... and to verify things, the, the insurance, they will find your house information with your son. Okay. And- Ava- Yes, and Tavaris II. Ava and Tavaris. Yeah. Okay. Yeah, the Second. Yes. Okay. I wanna make sure 'cause I think we had the issue before. I wanna make sure it states Tavaris II, not Junior, but Tavaris- No, it says II. ... Elmond II. Okay. Good. Also, thank you so much for that. Oh, here it is. It just popped in. All right. Do you also, do you also have access to the, um, Oxford benefits? We only, um... Have it for- Uh, Oxford Discount Marketplace? No, no, we don't do that. Okay. Someone else. Okay, no worries. Yeah. I'll just contact someone else for that. Yep. Uh, well, thank you so much. Thank you for giving us a call. Have a great rest of the day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela, uh, speaking. How may I help you?

Speaker speaker_1: Oh, my goodness. Um, good afternoon.

Speaker speaker_0: Sorry.

Speaker speaker_1: How are you?

Speaker speaker_0: Good, thank you. I dropped, , my headphones. I'm so sorry.

Speaker speaker_1: Oh, no problem. Just making sure you're okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: Thank you.

Speaker speaker_1: Yeah, no worries. I hope you, you and your family had a good, uh, Easter, Resurrection Sunday.

Speaker speaker_0: Yes, thank you.

Speaker speaker_1: Um, I'm, I'm... Welcome. I'm calling because I, uh, I wanna check the coverages on my insurance.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, I will... You need my name, address, phone number?

Speaker speaker_0: I only need a, your... The name of the company you're working for, the staffing agency-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and the last four digits of your social.

Speaker speaker_1: Okay, so the name of the agency is Oxford Global.

Speaker speaker_0: Okay.

Speaker speaker_1: And last four of social is 3099.

Speaker speaker_0: 3099. Yes.

Speaker speaker_1: This is Tavares Elmond.

Speaker speaker_0: Okay. Mr. Elmond, for security reasons and just to make sure we are-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: My address, 20222 Morton Road, Unit 553, Katy, K-A-T-Y, Texas 77449, and date of birth is 1/22/75.

Speaker speaker_0: Okay. Thank you. We have a phone number on file, 216-287-5886.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And what do you need help with, sir?

Speaker speaker_1: So, I need to share my... Well, I wanted to make sure that my children are still covered. And I don't remem-... How do I, um, extend my benefit card information to my kids' mom? So in case I'm not around and she needs to take them to the doctor, she'll have the information that she needs?

Speaker speaker_0: Okay. So, what I could do, I could email you the copies-

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: ... and then you can forward the email to her.

Speaker speaker_1: Perfect.

Speaker speaker_0: All right. Um, just bear with me. I'm gonna put you in a brief hold while I generate the information.

Speaker speaker_1: Yes, ma'am. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mr. Elmond?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. Sorry to make you wait.

Speaker speaker_1: Mm-hmm. No problem.

Speaker speaker_0: Um, I went ahead and emailed you the ID cards. I sent all of them.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. And the card-

Speaker speaker_0: There you go.

Speaker speaker_1: Do the cards have my name and then the kids' name or do they have their own card with their own name on it?

Speaker speaker_0: No. It will say the employee's plus child's.

Speaker speaker_1: Okay.

Speaker speaker_0: But when they go into the system-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and to verify things, the, the insurance, they will find your house information with your son.

Speaker speaker_1: Okay. And-

Speaker speaker_0: Ava-

Speaker speaker_1: Yes, and Tavaris II.

Speaker speaker_0: Ava and Tavaris. Yeah. Okay.

Speaker speaker_1: Yeah, the Second. Yes. Okay. I wanna make sure 'cause I think we had the issue before. I wanna make sure it states Tavaris II, not Junior, but Tavaris-

Speaker speaker_0: No, it says II.

Speaker speaker_1: ... Elmond II. Okay. Good. Also, thank you so much for that. Oh, here it is. It just popped in.

Speaker speaker_0: All right.

Speaker speaker_1: Do you also, do you also have access to the, um, Oxford benefits?

Speaker speaker_0: We only, um... Have it for-

Speaker speaker_1: Uh, Oxford Discount Marketplace?

Speaker speaker_0: No, no, we don't do that.

Speaker speaker_1: Okay. Someone else. Okay, no worries.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'll just contact someone else for that.

Speaker speaker_0: Yep.

Speaker speaker_1: Uh, well, thank you so much.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You as well. Thank you.