

Transcript: Pamela

Blanc-6132260872339456-5622923435393024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... This is Pamela speaking, how may I help you? Uh, hello, yes, I'm calling because I was trying to, um, use the Benefits website to... Short-term disability and, uh, life and, Life Accident and Dismemberment, whatever the ADD is- Mm-hmm. ... that kind of insurance. It wouldn't, it wouldn't allow me to sign up for those. Okay, and what's the name of the staffing agency you work for? It's Oxford Global Resources and I contacted them and they told me to contact you directly. Can you repeat the last four for me please? The... Oxford Global Resources- We hear you. You're kind of cutting off. Hold on . Is this better? Yes, ma'am. Okay. So I contacted Oxford Global Resources and they recommended that I contact you. I'm trying to get, um, sign up for short-term disability and, uh, life, term life and, uh, ADD. No problem. M- let me get the last four so we can pull up your file and help you with that. The last four of my Social Security Number? Yes, ma'am. 9575. And what was your name? Hold on. Okay. Um, 9575. And your name, last name? Anderson. And the first name? Dorothea. D-O-R-O-T-H-E-A. All right. Miss Dorothea, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 106 Fort Sumter Drive, Greenville, North Carolina, 27858, April 21st, 1964. Thank you for the information. We have a telephone number on file, 832-656-4763. That is correct. And your email is your first name, J, your last name, @gmail.com? Yes. And we also have your first name, 421 @Gmail? Yes. Okay. So you want to enroll in short-term disability and life insurance? Yes, and also, uh... Yeah, short-term disability and, and life insurance and accidental death and dismemberment. Okay, ... All right. The reason why you probably was not able to enroll online is because we don't have your r- recent hire date in the system. What I'm going to do, I will, um, submit your information to our eligibility department, they will be able to tell me if I'm allowed to enroll you or not. Um, so if I am allowed to enroll you, I will go ahead and enroll you in the benefits. Now, I will be contacting you to let you know how everything went through. And, uh, let's see, do you have a specific time for me to call you back? Um, no. And for the- Okay. ... for the term life, I wanted to get, uh, myself and my spouse. Perfect, okay. ... Spouse for life insurance. Mm-hmm. Okay. On your side, you want your spouse to be your beneficiary? Uh, yes. Okay. What is his name? Samuel, S-A-M as in Mary, E-U-L, last name Anderson. All right. Actually, did I spell that right, S-A-M-U-E-L? Yes, Samuel. Okay. Mm-hmm. All right. Now, if you want to add his beneficiary after the benefits are active- Mm-hmm. ... you will have to contact the actual carrier to do so. Okay. All right. So, um, if I get an answer today, I'll give a call back, but it, it usually take 24 to 48 hours. Um, and I will be calling you myself- Okay. ... and I'm just gonna... Uh, um, if I don't reach out to you, I will leave you a message or send you an email letting you know that the em- um, the enrollment went through or if we need any other information. Okay, thank you. All right. Anything else-

Mm-hmm. ... I can do for you, ma'am? No, that's it, thank you. All right, thank you for giving us a call. Have a great rest of the day. Thank you. You too. 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 ... This is Pamela speaking, how may I help you?

Speaker speaker_2: Uh, hello, yes, I'm calling because I was trying to, um, use the Benefits website to... Short-term disability and, uh, life and, Life Accident and Dismemberment, whatever the ADD is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... that kind of insurance. It wouldn't, it wouldn't allow me to sign up for those.

Speaker speaker_1: Okay, and what's the name of the staffing agency you work for?

Speaker speaker_2: It's Oxford Global Resources and I contacted them and they told me to contact you directly.

Speaker speaker_1: Can you repeat the last four for me please?

Speaker speaker_2: The... Oxford Global Resources-

Speaker speaker_1: We hear you. You're kind of cutting off.

Speaker speaker_2: Hold on . Is this better?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So I contacted Oxford Global Resources and they recommended that I contact you. I'm trying to get, um, sign up for short-term disability and, uh, life, term life and, uh, ADD.

Speaker speaker_1: No problem. M- let me get the last four so we can pull up your file and help you with that.

Speaker speaker_2: The last four of my Social Security Number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 9575.

Speaker speaker_1: And what was your name?

Speaker speaker_2: Hold on. Okay. Um, 9575.

Speaker speaker_1: And your name, last name?

Speaker speaker_2: Anderson.

Speaker speaker_1: And the first name?

Speaker speaker_2: Dorothea. D-O-R-O-T-H-E-A.

Speaker speaker_1: All right. Miss Dorothea, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: 106 Fort Sumter Drive, Greenville, North Carolina, 27858, April 21st, 1964.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 832-656-4763.

Speaker speaker_2: That is correct.

Speaker speaker_1: And your email is your first name, J, your last name, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And we also have your first name, 421 @Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you want to enroll in short-term disability and life insurance?

Speaker speaker_2: Yes, and also, uh... Yeah, short-term disability and, and life insurance and accidental death and dismemberment.

Speaker speaker_1: Okay, ... All right. The reason why you probably was not able to enroll online is because we don't have your r- recent hire date in the system. What I'm going to do, I will, um, submit your information to our eligibility department, they will be able to tell me if I'm allowed to enroll you or not. Um, so if I am allowed to enroll you, I will go ahead and enroll you in the benefits. Now, I will be contacting you to let you know how everything went through. And, uh, let's see, do you have a specific time for me to call you back?

Speaker speaker_2: Um, no. And for the-

Speaker speaker_1: Okay.

Speaker speaker_2: ... for the term life, I wanted to get, uh, myself and my spouse.

Speaker speaker_1: Perfect, okay. ... Spouse for life insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. On your side, you want your spouse to be your beneficiary?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. What is his name?

Speaker speaker_2: Samuel, S-A-M as in Mary, E-U-L, last name Anderson.

Speaker speaker_1: All right.

Speaker speaker_2: Actually, did I spell that right, S-A-M-U-E-L?

Speaker speaker_1: Yes, Samuel.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. All right. Now, if you want to add his beneficiary after the benefits are active-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you will have to contact the actual carrier to do so.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: So, um, if I get an answer today, I'll give a call back, but it, it usually take 24 to 48 hours. Um, and I will be calling you myself-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and I'm just gonna... Uh, um, if I don't reach out to you, I will leave you a message or send you an email letting you know that the em- um, the enrollment went through or if we need any other information.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Anything else-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I can do for you, ma'am?

Speaker speaker_2: No, that's it, thank you.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye.