

Transcript: Pamela

Blanc-6202527602884608-6643765682552832

Full Transcript

Thank you for calling Benefits 24, this is how may I help you? Yeah, my name is Sherman Brooks and I was calling to see what I, I'm only enrolled in vision and dental and I want to see if I'm enrolled in it. Who do you work for, sir? Integrative Trade Services. Good. Last, uh, four digits of your Social Security number, please. 1922. Your first and last name. Sherman Brooks. Okay. Mr. Brooks, for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth. It's, uh, 2902 Kendall Street, Indianapolis, Indiana, 46203, 5/30/87. All right. Um, we got the telephone number on file, 317-469-2127. Yes. And your email is BigPerm74 at gmail.com. At hotmail.com. Yes, you are... Yeah. Oh, yes, sir. Sorry. You are enrolled but we have not received a premium from your employer, um, so your benefits are not active yet. So do I, am I only enrolled in the dental and the vision? Yes, you are but you... the benefits are not active. So when do they become active? We're just waiting for the, uh, payments through your employer for them to become effective. Okay. Right. All right. Anything else I can- I'll call back. ... do for you, sir? No problem. Huh? Anything else I could do for you? No, that's it. I'll call back once I, once they make the payment. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 24, this is how may I help you?

Speaker speaker_1: Yeah, my name is Sherman Brooks and I was calling to see what I, I'm only enrolled in vision and dental and I want to see if I'm enrolled in it.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Integrative Trade Services.

Speaker speaker_0: Good. Last, uh, four digits of your Social Security number, please.

Speaker speaker_1: 1922.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Sherman Brooks.

Speaker speaker_0: Okay. Mr. Brooks, for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_1: It's, uh, 2902 Kendall Street, Indianapolis, Indiana, 46203, 5/30/87.

Speaker speaker_0: All right. Um, we got the telephone number on file, 317-469-2127.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is BigPerm74 at gmail.com.

Speaker speaker_1: At hotmail.com.

Speaker speaker_0: Yes, you are... Yeah. Oh, yes, sir. Sorry. You are enrolled but we have not received a premium from your employer, um, so your benefits are not active yet.

Speaker speaker_1: So do I, am I only enrolled in the dental and the vision?

Speaker speaker_0: Yes, you are but you... the benefits are not active.

Speaker speaker_1: So when do they become active?

Speaker speaker_0: We're just waiting for the, uh, payments through your employer for them to become effective.

Speaker speaker_1: Okay.

Speaker speaker_0: Right.

Speaker speaker_1: All right.

Speaker speaker_0: Anything else I can-

Speaker speaker_1: I'll call back.

Speaker speaker_0: ... do for you, sir? No problem.

Speaker speaker_1: Huh?

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: No, that's it. I'll call back once I, once they make the payment.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.