

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Central Card. This is Pamela speaking. How may I help you? Hi, Pamela. How are you? My name is Jake. I am just calling because I recently elected to, um, get the insurance and, uh, I have a doctor's appointment tomorrow and I have not yet received my card or number. So I'm just trying to see if I can get that information prior to tomorrow. Sure. May I have the last four digits of your social and the staffing agency you're working for? Yeah. The last four digits are 4371 and it is, uh, Vertava. And who do you work for? Uh, it's, uh, CASI. Uh, C-A-S-I. Cornerstone Automated Systems. Is that the name of the staffing agency? No. The staffing agency is Vertava. Uh, I think it's V-E-R-T-A-V-A. Uh, give me one second. Absolutely. And can you repeat your last name for me, sir? Yeah. The last name is, uh, Shory. That is S as in Sierra, H-O-R-E-Y. Give me one second. And 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. Oh, yeah. So the address is 6399 Morning Star Drive, Apartment 523. And that is in The Colony 75056. And then what was the other information you needed? Your date of birth. Date of birth is 1/10/1992. Okay. Thank you for the information. We have a telephone number on file. 214-228-0339 and... Let's see. So, we have not received yet the payment from your employer. Okay. We need that informa- that payment in order for your benefits to become effective. The- Okay. I will- ... benefits- ... let them know. ... will be active the following Monday after we receive the first premium. Gotcha. Okay. I will, uh, I will talk to them and I'll get that figured out. I appreciate your time. All right. Thank you, sir.

Conversation Format

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

Speaker speaker_1: Hi, Pamela. How are you? My name is Jake. I am just calling because I recently elected to, um, get the insurance and, uh, I have a doctor's appointment tomorrow and I have not yet received my card or number. So I'm just trying to see if I can get that information prior to tomorrow.

Speaker speaker_0: Sure. May I have the last four digits of your social and the staffing agency you're working for?

Speaker speaker_1: Yeah. The last four digits are 4371 and it is, uh, Vertava.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Uh, it's, uh, CASI. Uh, C-A-S-I. Cornerstone Automated Systems.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: No. The staffing agency is Vertava. Uh, I think it's V-E-R-T-A-V-A.

Speaker speaker_0: Uh, give me one second.

Speaker speaker_1: Absolutely.

Speaker speaker_0: And can you repeat your last name for me, sir?

Speaker speaker_1: Yeah. The last name is, uh, Shory. That is S as in Sierra, H-O-R-E-Y.

Speaker speaker_0: Give me one second. And 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: Oh, yeah. So the address is 6399 Morning Star Drive, Apartment 523. And that is in The Colony 75056. And then what was the other information you needed?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth is 1/10/1992.

Speaker speaker_0: Okay. Thank you for the information. We have a telephone number on file. 214-228-0339 and... Let's see. So, we have not received yet the payment from your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: We need that informa- that payment in order for your benefits to become effective. The-

Speaker speaker_1: Okay. I will-

Speaker speaker_0: ... benefits-

Speaker speaker_1: ... let them know.

Speaker speaker_0: ... will be active the following Monday after we receive the first premium.

Speaker speaker_1: Gotcha. Okay. I will, uh, I will talk to them and I'll get that figured out. I appreciate your time.

Speaker speaker_0: All right. Thank you, sir.