

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hey, how are you? I'm just calling to get the Benefit, um, Card. Who do you work for, ma'am? Um, Untrax Staffing, GameStop. May I have the last four digits of your Social so I could pull up your file? 4367. And your first and last name? Aleysia Jones. A-L-E-Y-S-I-A. Miss Jones, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Address 1780 North Galloway Avenue, Mesquite, Texas 75149. And, um, birthday February 22nd, 2000. Thank you. We have a phone number on file, 214-482-1438, and- Huh? ... 214-970-4848. Yes, ma'am. So I see that you are enrolled in the benefits but we have not received any deductions of, of premium from your employer, so your benefits are not active. Ma'am? Uh, have you experienced the deductions on your payroll? Um, I'm not sure. I don't check. Yeah, because we haven't received any payments yet. Okay, so how s- how do I go about getting those payments to you? Um, it has to come straight from your payroll. If you wanna contact your employer, let them know that you gave us a call and that your benefits are not active because we have not received a premium. Okay. All right. All right, and, um, after we receive the first premium, the following Monday, that's when your benefits will be active. Okay. Thank you so much. Thank you for giving us a call. Have a great rest of the day, ma'am. You as well. Bye-bye. Bye-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 and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, how are you? I'm just calling to get the Benefit, um, Card.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_2: Um, Untrax Staffing, GameStop.

Speaker speaker_1: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_2: 4367.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Aleysia Jones. A-L-E-Y-S-I-A.

Speaker speaker_1: Miss Jones, 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: Address 1780 North Galloway Avenue, Mesquite, Texas 75149. And, um, birthday February 22nd, 2000.

Speaker speaker_1: Thank you. We have a phone number on file, 214-482-1438, and-

Speaker speaker_2: Huh?

Speaker speaker_1: ... 214-970-4848.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So I see that you are enrolled in the benefits but we have not received any deductions of, of premium from your employer, so your benefits are not active.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Uh, have you experienced the deductions on your payroll?

Speaker speaker_2: Um, I'm not sure. I don't check.

Speaker speaker_1: Yeah, because we haven't received any payments yet.

Speaker speaker_2: Okay, so how s- how do I go about getting those payments to you?

Speaker speaker_1: Um, it has to come straight from your payroll. If you wanna contact your employer, let them know that you gave us a call and that your benefits are not active because we have not received a premium.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right, and, um, after we receive the first premium, the following Monday, that's when your benefits will be active.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Bye-bye.