

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-A-Card. This is Pamela speaking. How may I help you? Uh, I just wanted to see when I might receive my card for my new health insurance. I did start making payments on it. And, um, what's the staffing agency that you work for? Crown Staffing. May I have the last four digits of your Social? 7178. And when do you experience the first deduction? The last paycheck that I got had the deduction on it. That was a little less than a week ago. 'Cause usually, after you see the first deduction, the following Monday, the benefits are active and then the ID cards take about seven to 10 days to arrive. May I have your first and last name, ma'am? Lacey Cain. Thank you. Ms. Cain, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? One zero... I couldn't hear you, sorry. Ma'am? Ma'am? Can you hear me?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10-A-Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, I just wanted to see when I might receive my card for my new health insurance. I did start making payments on it.

Speaker speaker_1: And, um, what's the staffing agency that you work for?

Speaker speaker_2: Crown Staffing.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 7178.

Speaker speaker_1: And when do you experience the first deduction?

Speaker speaker_2: The last paycheck that I got had the deduction on it. That was a little less than a week ago.

Speaker speaker_1: 'Cause usually, after you see the first deduction, the following Monday, the benefits are active and then the ID cards take about seven to 10 days to arrive. May I have your first and last name, ma'am?

Speaker speaker_2: Lacey Cain.

Speaker speaker_1: Thank you. Ms. Cain, 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: One zero...

Speaker speaker_1: I couldn't hear you, sorry. Ma'am? Ma'am? Can you hear me?