

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Pamela speaking. How may I help you? Uh, yes, ma'am. I was supposed to enroll into the benefits with ATC. What was the name of the staffing agency? ATC. All right. May I have the last four digits of the Social? 4268. Your first and last name, ma'am? Latisha McCrary. Ms. McCrary, for security reasons and just to make sure we are in the correct file, I need you to verify your complete address and date of birth. 1640 County Road 90 Casper Berry, Alabama 36432. Uh, date of birth 03/28. Thank you for the information. We have a phone number on file 251-236-3987 and your email is your last name dot your first name at Yahoo.com? Yes. And do you know what plan would you like to enroll to? Uh, I didn't hear the last part. What was it? Do you know which plan would you like to enroll in? Uh, no ma'am, I don't. I need to know the options. All right. Uh, you haven't seen the benefit guide? No, ma'am. I just got the text message today. Okay. If you would like we could go over the me- the benefit guide over the phone. I could send it to you. I always suggest that members to go over their benefit guide. These insurance are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. And ATC for their medical plans they are under Section 125 which is an IRS regulation. It means that, uh, um, your premium will be taken before taxes. Now, you will have to stay or continue in the benefits until open enrollment or a qualified live event if you need to cancel. Okay. Um, if you could just email it over to me and I'll look it over. Sure. All right. Let me see what is your deadline so that way you could have an idea when you, um... So your deadline is until the 22nd of November. You could give us, just remember that you need to give us a call before that time or you can enroll online as well. Uh, so the email's coming out or coming in from Benefits in a Card. Check your spam and junk mail. You might go there. Mm-hmm. And, um, let's see. Anything, any questions just give us a call and we'll be more than happy to assist you. Okay. All right. Um, anything else I could do for you, ma'am? That'll be all today. All right. Thank you. Have a great weekend. You too.

Conversation Format

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

Speaker speaker_1: Hi, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. I was supposed to enroll into the benefits with ATC.

Speaker speaker_1: What was the name of the staffing agency?

Speaker speaker_2: ATC.

Speaker speaker_1: All right. May I have the last four digits of the Social?

Speaker speaker_2: 4268.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Latisha McCrary.

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

Speaker speaker_2: 1640 County Road 90 Casper Berry, Alabama 36432. Uh, date of birth 03/28.

Speaker speaker_1: Thank you for the information. We have a phone number on file 251-236-3987 and your email is your last name dot your first name at Yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know what plan would you like to enroll to?

Speaker speaker_2: Uh, I didn't hear the last part. What was it?

Speaker speaker_1: Do you know which plan would you like to enroll in?

Speaker speaker_2: Uh, no ma'am, I don't. I need to know the options.

Speaker speaker_1: All right. Uh, you haven't seen the benefit guide?

Speaker speaker_2: No, ma'am. I just got the text message today.

Speaker speaker_1: Okay. If you would like we could go over the me- the benefit guide over the phone. I could send it to you. I always suggest that members to go over their benefit guide. These insurance are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. And ATC for their medical plans they are under Section 125 which is an IRS regulation. It means that, uh, um, your premium will be taken before taxes. Now, you will have to stay or continue in the benefits until open enrollment or a qualified live event if you need to cancel.

Speaker speaker_2: Okay. Um, if you could just email it over to me and I'll look it over. Sure.

Speaker speaker_1: All right. Let me see what is your deadline so that way you could have an idea when you, um... So your deadline is until the 22nd of November. You could give us, just remember that you need to give us a call before that time or you can enroll online as well. Uh, so the email's coming out or coming in from Benefits in a Card. Check your spam and junk mail. You might go there.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, let's see. Anything, any questions just give us a call and we'll be more than happy to assist you.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, anything else I could do for you, ma'am?

Speaker speaker_2: That'll be all today.

Speaker speaker_1: All right. Thank you. Have a great weekend.

Speaker speaker_2: You too.