

## Transcript: Pamela

**Blanc-6587058296111104-5117027859218432**

### Full Transcript

Benefits and Supports, this is Pamela speaking. How may I help you? Yes, ma'am. Uh, my name is Praveen. I'd like to enquire about something. I just called you before like an, two hour before, I mean, one and a half hour before. Uh, I work here at the SST. Mm-hmm. Uh, I already took my insurance. Uh, I'm just confusing right now. One of my friend call you right now. I took the VIP plan only for dental and, VIP plan dental and life insurance. So... I would talk to you, talk to it to you before, the same person? Sorry. No. But the thing with the- No, but the- ... SST is under, under open enrollment and they are just- Okay. ... doing the transition from your previous carrier to us. Yeah. And that's why- Uh, yeah. Yeah. I just don't understand the, the... She told me like in weekly it's going to be like a \$44 something, like, uh, if you include dental and everything. So one of the friend is call you right now. He told me they a- someone tell him like a more than \$100 per week, that's why. What is the difference between like a \$44 and \$100? The, the- It depends on the plans that they choose. They probably, they spend more, um... Oh, yeah? Expenses called, or he has probably dependents on it. It all depends on- Oh. ... whatever they... It does, not everybody gets the same thing. Oh. Oh, you say, you say, it's a- I- If you go into any difference for between the age and everything, it's going to calculate that too? No, not the age. Oh, it's not on the age? But let's say they have dependents or- Uh-huh. ... um, if they had chosen more plans that you did. Yeah. Um- Can you pull it out of my system? 'Cause I just want to make sure mine is \$44, I'm right? Sure. What's your last four- Just check... 8277. ... digit on your social? 8277. 8277, and can you repeat your first and last name? Yeah. First name is Praveen, P-R-A-V-E-E-N, and last name is Gopala Krishnan. Okay. Mr. Gopala. G-O-P-A... Krishnan. Which- G-O-P-A-L-A. I gave you all the social. You can pull it up with the full social, if you don't come. Last name is... I, I found you. Okay. Um, let's verify your complete address and date of birth for security reasons, sir. Yeah. Yeah. Date of birth, November 16, 1983. My address is 1311 Blue Mound Road, Apartment Number 78, Baytown, Texas 77520. Thank you for the information. We have a telephone number on file. 713-391-6459. Okay. So, I see here that you are enrolled in a VIP Pro 5 Life Dental. Uh-huh. Yeah. Yes. Uh, it's going to be- Do you want to- ... shorter, like a \$44, so... No, I don't want to be, sir. Okay, so it's \$46.66. Okay. I just want to make sure that... He is making, told me- No. ... like a, he told me it was- No. ... over \$100. I said- It all depends. I thought they told me like every weekly, weekly like a \$44, that's why I was confused. No. It depends. That's why I called you back. Okay. Everybody is different, no problem. Different, that's... Oh, okay. All right. Thank you, ma'am. Thank you. Thank you. Bye-bye. Thanks a lot. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Benefits and Supports, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, ma'am. Uh, my name is Praveen. I'd like to enquire about something. I just called you before like an, two hour before, I mean, one and a half hour before. Uh, I work here at the SST.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, I already took my insurance. Uh, I'm just confusing right now. One of my friend call you right now. I took the VIP plan only for dental and, VIP plan dental and life insurance. So... I would talk to you, talk to it to you before, the same person?

Speaker speaker\_0: Sorry. No. But the thing with the-

Speaker speaker\_1: No, but the-

Speaker speaker\_0: ... SST is under, under open enrollment and they are just-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... doing the transition from your previous carrier to us.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And that's why-

Speaker speaker\_1: Uh, yeah. Yeah. I just don't understand the, the... She told me like in weekly it's going to be like a \$44 something, like, uh, if you include dental and everything. So one of the friend is call you right now. He told me they a- someone tell him like a more than \$100 per week, that's why. What is the difference between like a \$44 and \$100? The, the-

Speaker speaker\_0: It depends on the plans that they choose. They probably, they spend more, um...

Speaker speaker\_1: Oh, yeah?

Speaker speaker\_0: Expenses called, or he has probably dependents on it. It all depends on-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... whatever they... It does, not everybody gets the same thing.

Speaker speaker\_1: Oh. Oh, you say, you say, it's a-

Speaker speaker\_0: I-

Speaker speaker\_1: If you go into any difference for between the age and everything, it's going to calculate that too?

Speaker speaker\_0: No, not the age.

Speaker speaker\_1: Oh, it's not on the age?

Speaker speaker\_0: But let's say they have dependents or-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... um, if they had chosen more plans that you did.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um-

Speaker speaker\_1: Can you pull it out of my system? 'Cause I just want to make sure mine is \$44, I'm right?

Speaker speaker\_0: Sure. What's your last four-

Speaker speaker\_1: Just check... 8277.

Speaker speaker\_0: ... digit on your social?

Speaker speaker\_1: 8277.

Speaker speaker\_0: 8277, and can you repeat your first and last name?

Speaker speaker\_1: Yeah. First name is Praveen, P-R-A-V-E-E-N, and last name is Gopala Krishnan.

Speaker speaker\_0: Okay. Mr. Gopala.

Speaker speaker\_1: G-O-P-A... Krishnan.

Speaker speaker\_0: Which-

Speaker speaker\_1: G-O-P-A-L-A. I gave you all the social. You can pull it up with the full social, if you don't come. Last name is...

Speaker speaker\_0: I, I found you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, let's verify your complete address and date of birth for security reasons, sir.

Speaker speaker\_1: Yeah. Yeah. Date of birth, November 16, 1983. My address is 1311 Blue Mound Road, Apartment Number 78, Baytown, Texas 77520.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file.

Speaker speaker\_1: 713-391-6459.

Speaker speaker\_0: Okay. So, I see here that you are enrolled in a VIP Pro 5 Life Dental.

Speaker speaker\_1: Uh-huh. Yeah. Yes. Uh, it's going to be-

Speaker speaker\_0: Do you want to-

Speaker speaker\_1: ... shorter, like a \$44, so... No, I don't want to be, sir.

Speaker speaker\_0: Okay, so it's \$46.66.

Speaker speaker\_1: Okay. I just want to make sure that... He is making, told me-

Speaker speaker\_0: No.

Speaker speaker\_1: ... like a, he told me it was-

Speaker speaker\_0: No.

Speaker speaker\_1: ... over \$100. I said-

Speaker speaker\_0: It all depends.

Speaker speaker\_1: I thought they told me like every weekly, weekly like a \$44, that's why I was confused.

Speaker speaker\_0: No. It depends.

Speaker speaker\_1: That's why I called you back. Okay.

Speaker speaker\_0: Everybody is different, no problem.

Speaker speaker\_1: Different, that's... Oh, okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you, ma'am.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Thanks a lot. Bye. Bye.