

Transcript: Pamela

Blanc-6588693019803648-4721771072372736

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, yes, I was just trying to do my, um... I was, coming from WSI, I was just trying to do, um, the W-2 forms or whatever. I got past that part but it was saying something about the medical part or something and they wanted me to select all of them, even though I ain't need all that coverage, but they just told me to contact, contact this number. Okay. So, you're trying to, uh, enroll in the health benefits? It was something about the Medicaid. Uh... Okay, so these are for private health insurance through the staffing agency. All right. That's what you were trying to enroll in? I'm saying, yeah, yeah, but they wouldn't let me get past a certain part. I don't know why they told me to contact the number. Shut up! Okay. And what's the name of the staffing agency? WSI. Okay. I pressed select on majority, um, o- on all of 'em but then it just still said, so I don't know. They're saying electronic total. They trying to... So basically they taking inside my... They done checked inside my check. Okay. So- Yeah, I ain't trying to get nothing taken out of my check. I ain't hired in or nothing so- All right. Sir, you don't want the benefits at all? No, 'cause I'm not hired in. I'm just going through a temp. Okay. What's the last four digits of your social? 7775. Let's see if we have your file. And what is your first and last name, sir? Anthony Clifton. What I could do on my end... Okay, hold on. Give me one sec. Let me see here. Hold on a second. Sorry. Give me one second. I'm trying to find your file. Mr. Clifton? Yes. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 150 Grandville Street, date of birth 1/9/82. I need the complete address, sir, to make sure we have the correct- Oh, 150 Grandville Street, Battle Creek, Michigan, 49014. All right. Thank you for the information. We have your phone number on file, 269-264-2586. Yeah. So what I'm gonna do, I'm gonna decline the enrollment on our end so you don't have to worry about selecting anything. Okay. Right. Is there anything else I can do for you? No, that's it. All right, thank you for calling Benefits in a Car. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, yes, I was just trying to do my, um... I was, coming from WSI, I was just trying to do, um, the W-2 forms or whatever. I got past that part but it was saying something about the medical part or something and they wanted me to select all of them, even though I ain't need all that coverage, but they just told me to contact, contact this

number.

Speaker speaker_0: Okay. So, you're trying to, uh, enroll in the health benefits?

Speaker speaker_1: It was something about the Medicaid. Uh...

Speaker speaker_0: Okay, so these are for private health insurance through the staffing agency.

Speaker speaker_1: All right.

Speaker speaker_0: That's what you were trying to enroll in?

Speaker speaker_1: I'm saying, yeah, yeah, but they wouldn't let me get past a certain part. I don't know why they told me to contact the number. Shut up!

Speaker speaker_0: Okay. And what's the name of the staffing agency?

Speaker speaker_1: WSI.

Speaker speaker_0: Okay.

Speaker speaker_1: I pressed select on majority, um, o- on all of 'em but then it just still said, so I don't know. They're saying electronic total. They trying to... So basically they taking inside my... They done checked inside my check.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Yeah, I ain't trying to get nothing taken out of my check. I ain't hired in or nothing so-

Speaker speaker_0: All right. Sir, you don't want the benefits at all?

Speaker speaker_1: No, 'cause I'm not hired in. I'm just going through a temp.

Speaker speaker_0: Okay. What's the last four digits of your social?

Speaker speaker_1: 7775.

Speaker speaker_0: Let's see if we have your file. And what is your first and last name, sir?

Speaker speaker_1: Anthony Clifton.

Speaker speaker_0: What I could do on my end... Okay, hold on. Give me one sec. Let me see here. Hold on a second. Sorry. Give me one second. I'm trying to find your file. Mr. Clifton?

Speaker speaker_1: Yes.

Speaker speaker_0: For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 150 Grandville Street, date of birth 1/9/82.

Speaker speaker_0: I need the complete address, sir, to make sure we have the correct-

Speaker speaker_1: Oh, 150 Grandville Street, Battle Creek, Michigan, 49014.

Speaker speaker_0: All right. Thank you for the information. We have your phone number on file, 269-264-2586.

Speaker speaker_1: Yeah.

Speaker speaker_0: So what I'm gonna do, I'm gonna decline the enrollment on our end so you don't have to worry about selecting anything.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Is there anything else I can do for you?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, thank you for calling Benefits in a Car. Have a great rest of the day.

Speaker speaker_1: You too.