

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, this is Jason Moton. I had got a, uh, a text in my, um, my min- in my inbox. Not my inbox, in my, um, email telling me to call y'all from Hamilton Rikers. Jason Moton. Okay. So we are the administrator for the health insurance for the staffing agency. Mm-hmm. Um, I will, uh, I will need to pull up your file in order to see the reason why of the call. Why would, ma'am? Well, I, um, have y- are you currently working for, um, Hamilton Rikers group? Yes, ma'am. Good, so if you receive a phone call or email from us, uh, most likely is that you enrolled in the benefits, and we might be missing information in your- Mm-hmm. ... um, file for the enrollment. Mm-hmm. Um, if you provide me with the last four digits of your Social, I could go ahead and pull up your file, and I'll be able to tell you more about the phone call- Okay. ... you received. 6043. 6043. Your first and last name? Jason Moton, M-O-T-O-N. Thank you, um, Mr. Moton. Let's see. All right, Mr. Moton, for, to make sure I am in the correct file and for security reasons, we need to verify your complete address and date of birth. Um, August 6th, 1984. 494965 Raymond Avenue. I believe that's right. And what is the city and the state that this is, that that address is located, sir? Um, Tupelo, Mississippi, 38801, 01. Thank you for the information. We have the telephone number on file, 662-491-8978, and your email is Jason Moton, your last name, 40i-iCloud. Yes, ma'am. Okay. So, the reason why we called you is because we processed an enrollment form that you signed and dated on the 10th of December to enroll in the benefits for you and your children or child. Mm-hmm. And on the form, you didn't, um, I see, you did not provide his information or her information. We have a name, but we don't have a birthday or Social. Oh, oh, this for, um... You went ahead and enrolled in the medical, dental, vision type insurance. Yes, ma'am. Yes, ma'am. And then you wanted one of the medical plans to be for the child as well, accident and critical illness. But in order to enroll- Wait, you canceled it. You canceled it. I heard mom got her own insur-... I talked to her the other day. Her mom got her own insurance. Okay. Okay, so you don't want to enroll her? No, no, no, ma'am. 'Cause I talked- Okay. ... to her mom the other day. Her mom got her, got her on hers at work. Okay, no problem. So we're gonna process the enrollment just as an employee's only. The benefits will start the following Monday after we receive the first pre-, um, premium from your employer. You do have 30 days from your first paycheck if you want to do any changes. Okay. All right? Thank you for giving us a call back, and have a great rest of the day, sir. Hey, and can I ask you one... Did you say it's got life insurance? Yes. Okay, okay then. Okay. Thank you. And you listed y- uh, the parent Sherry Moton as your beneficiary. Yes, ma'am. Okay. Yes, ma'am. All right. Thank you. Thank you for giving us a call, have a great rest of the day, sir. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, this is Jason Moton. I had got a, uh, a text in my, um, my min- in my inbox. Not my inbox, in my, um, email telling me to call y'all from Hamilton Rikers. Jason Moton.

Speaker speaker_1: Okay. So we are the administrator for the health insurance for the staffing agency.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, I will, uh, I will need to pull up your file in order to see the reason why of the call.

Speaker speaker_2: Why would, ma'am?

Speaker speaker_1: Well, I, um, have y- are you currently working for, um, Hamilton Rikers group?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Good, so if you receive a phone call or email from us, uh, most likely is that you enrolled in the benefits, and we might be missing information in your-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, file for the enrollment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, if you provide me with the last four digits of your Social, I could go ahead and pull up your file, and I'll be able to tell you more about the phone call-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you received.

Speaker speaker_2: 6043.

Speaker speaker_1: 6043. Your first and last name?

Speaker speaker_2: Jason Moton, M-O-T-O-N.

Speaker speaker_1: Thank you, um, Mr. Moton. Let's see. All right, Mr. Moton, for, to make sure I am in the correct file and for security reasons, we need to verify your complete address and date of birth.

Speaker speaker_2: Um, August 6th, 1984. 494965 Raymond Avenue. I believe that's right.

Speaker speaker_1: And what is the city and the state that this is, that that address is located, sir?

Speaker speaker_2: Um, Tupelo, Mississippi, 38801, 01.

Speaker speaker_1: Thank you for the information. We have the telephone number on file, 662-491-8978, and your email is Jason Moton, your last name, 40i-iCloud.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, the reason why we called you is because we processed an enrollment form that you signed and dated on the 10th of December to enroll in the benefits for you and your children or child.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And on the form, you didn't, um, I see, you did not provide his information or her information. We have a name, but we don't have a birthday or Social.

Speaker speaker_2: Oh, oh, this for, um...

Speaker speaker_1: You went ahead and enrolled in the medical, dental, vision type insurance.

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: And then you wanted one of the medical plans to be for the child as well, accident and critical illness. But in order to enroll-

Speaker speaker_2: Wait, you canceled it. You canceled it. I heard mom got her own insur... I talked to her the other day. Her mom got her own insurance.

Speaker speaker_1: Okay. Okay, so you don't want to enroll her?

Speaker speaker_2: No, no, no, ma'am. 'Cause I talked-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to her mom the other day. Her mom got her, got her on hers at work.

Speaker speaker_1: Okay, no problem. So we're gonna process the enrollment just as an employee's only. The benefits will start the following Monday after we receive the first pre-, um, premium from your employer. You do have 30 days from your first paycheck if you want to do any changes.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Thank you for giving us a call back, and have a great rest of the day, sir.

Speaker speaker_2: Hey, and can I ask you one... Did you say it's got life insurance?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, okay then. Okay. Thank you.

Speaker speaker_1: And you listed y- uh, the parent Sherry Moton as your beneficiary.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you for giving us a call, have a great rest of the day, sir.

Speaker speaker_2: Thank you.