

## **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 o'clock. This is Pamela speaking. How may I help you? Hi, uh, my name's Bradley Ferguson. I'm calling to activate my, my benefits. Who do you work for, sir? I work for GE through NAU. What do you mean by activate your benefits? I got a, um, text message saying I have... now's the time to enroll in my health benefits. Okay, so you want to enroll in the health benefits? Uh, yes, I, I remember filling out all the forms and everything so I just thought I would be calling to activate them. Okay, so you don't have to activate, um, the benefits. Uh, the benefits start the following Monday after we receive the first premium from NAU, um, and then your ID cards will authorize to generate the system. It will be ma- mailed out to you within seven to seven days. So have you, um, experienced that deduction for your medical benefits? Have you seen it? Uh, can... I'm sorry, could you repeat that? Have you seen, um, if they started charging you for the health benefits? Uh, no, I haven't seen that. Okay, so let's see the status of your enrollment and, um... so that way we could check. Okay. May I have the last four digits of your Social? Yes, it's, uh, 1216. 1216. Oh, come on. Give me one second. The system is messing up. I'm sorry it's taking this long. No, it's fine. 126. Okay. And can you repeat your last name for me? Uh, Ferguson. F-E-R-G-U-S-O-N. Thank you, Bradley. Mr. Ferguson, 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? Uh, yes. Um, my, my new address that I put in should be 151 Mitchell Road, Greenville, South Carolina, Unit M7. And then what was the other thing? Your date of birth. Uh, it's May 18th, 1998. Okay. So we have a telephone number on file, 678-899-3557 and bennettbferguson at gmail.com? Yes, that's correct. Okay. So your benefits just, uh, became effective last week. If so, you should be receiving your ID card sometime this week or the beginning of the next one. But everything is good to go. Okay, great. All right. Is there anything else I could do for you? Uh, no, that's it. Um, so just once I get the stuff in the mail, I should, uh, activate it right away? I mean, you don't have to activate it. You just start using it. Oh, okay. All right? Okay, great. Thank you. Thank you for giving us a call. Have a great rest of the day. Thanks. You too. Bye.

### **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 o'clock. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, uh, my name's Bradley Ferguson. I'm calling to activate my, my benefits.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: I work for GE through NAU.

Speaker speaker\_1: What do you mean by activate your benefits?

Speaker speaker\_2: I got a, um, text message saying I have... now's the time to enroll in my health benefits.

Speaker speaker\_1: Okay, so you want to enroll in the health benefits?

Speaker speaker\_2: Uh, yes, I, I remember filling out all the forms and everything so I just thought I would be calling to activate them.

Speaker speaker\_1: Okay, so you don't have to activate, um, the benefits. Uh, the benefits start the following Monday after we receive the first premium from NAU, um, and then your ID cards will authorize to generate the system. It will be ma- mailed out to you within seven to seven days. So have you, um, experienced that deduction for your medical benefits? Have you seen it?

Speaker speaker\_2: Uh, can... I'm sorry, could you repeat that?

Speaker speaker\_1: Have you seen, um, if they started charging you for the health benefits?

Speaker speaker\_2: Uh, no, I haven't seen that.

Speaker speaker\_1: Okay, so let's see the status of your enrollment and, um... so that way we could check.

Speaker speaker\_2: Okay.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: Yes, it's, uh, 1216.

Speaker speaker\_1: 1216. Oh, come on. Give me one second. The system is messing up. I'm sorry it's taking this long.

Speaker speaker\_2: No, it's fine.

Speaker speaker\_1: 126. Okay. And can you repeat your last name for me?

Speaker speaker\_2: Uh, Ferguson. F-E-R-G-U-S-O-N.

Speaker speaker\_1: Thank you, Bradley. Mr. Ferguson, 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\_2: Uh, yes. Um, my, my new address that I put in should be 151 Mitchell Road, Greenville, South Carolina, Unit M7. And then what was the other thing?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Uh, it's May 18th, 1998.

Speaker speaker\_1: Okay. So we have a telephone number on file, 678-899-3557 and bennettbferguson at gmail.com?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay. So your benefits just, uh, became effective last week. If so, you should be receiving your ID card sometime this week or the beginning of the next one. But everything is good to go.

Speaker speaker\_2: Okay, great.

Speaker speaker\_1: All right. Is there anything else I could do for you?

Speaker speaker\_2: Uh, no, that's it. Um, so just once I get the stuff in the mail, I should, uh, activate it right away?

Speaker speaker\_1: I mean, you don't have to activate it. You just start using it.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Okay, great. Thank you.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Thanks. You too. Bye.