Transcript: Pamela Blanc-6681797268652032-5895205952208896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela ... how may I help you? Yes, I'm supposed to enroll in my insurance. I got 30 days to. Who do you work for, sir? BG, BG Staffing, Family Serve, Family Staffing or Family, BG Family Services. May I have the last four digits of your Social? 8458. 8458? Yep, 8458. Your first and last name, sir. That's my Social and I work for BGFS. ... but I've got- I said last, I'm sorry, the first and last name, sir. Robert Burke. Mr. Burke, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Um, the address would be 1670 West 105th Street, October 18th, 1971. Can you tell me the city, state and ZIP code? Chicago, Illinois 60643. Thank you. We have a phone number on file 331-452-4169. 4169. Yep. And your email is robbob1018@gmail.com? It's Rob Bob, right? robbob, R-O-B-B-O-B 1018 at gmail? Yes, sir. Yep. So, um, I will have to send you information to the eligibility department. Uh, would you like me to send you the email, um, sorry, an email with the benefit so you can check the plan that they offer? Yeah, that's fine. Okay. Wherever, whatever would be easiest. If that's easiest, let's do that. So it will take, um, about 24 to 48 hours for me to get back a response from the eligibility department. And as soon as I get a response, I will, I will call you back and we'll go- move forward with the next steps. Sounds wonderful. Thank you. Okay. When you check the email, check your spam and junk mail. It might go there and it's coming in from info@benefitsinacar. Okay. All right. Yep. Thanks. Thank you, ma'am.

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 ... how may I help you?

Speaker speaker_2: Yes, I'm supposed to enroll in my insurance. I got 30 days to.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: BG, BG Staffing, Family Serve, Family Staffing or Family, BG Family Services.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 8458.

Speaker speaker_1: 8458?

Speaker speaker_2: Yep, 8458.

Speaker speaker_1: Your first and last name, sir.

Speaker speaker_2: That's my Social and I work for BGFS. ... but I've got-

Speaker speaker_1: I said last, I'm sorry, the first and last name, sir.

Speaker speaker_2: Robert Burke.

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

Speaker speaker_2: Um, the address would be 1670 West 105th Street, October 18th, 1971.

Speaker speaker_1: Can you tell me the city, state and ZIP code?

Speaker speaker_2: Chicago, Illinois 60643.

Speaker speaker_1: Thank you. We have a phone number on file 331-452-4169.

Speaker speaker_2: 4169. Yep.

Speaker speaker_1: And your email is robbob1018@gmail.com?

Speaker speaker_2: It's Rob Bob, right? robbob, R-O-B-B-O-B 1018 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yep.

Speaker speaker_1: So, um, I will have to send you information to the eligibility department. Uh, would you like me to send you the email, um, sorry, an email with the benefit so you can check the plan that they offer?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: Wherever, whatever would be easiest. If that's easiest, let's do that.

Speaker speaker_1: So it will take, um, about 24 to 48 hours for me to get back a response from the eligibility department. And as soon as I get a response, I will, I will call you back and we'll go- move forward with the next steps.

Speaker speaker_2: Sounds wonderful. Thank you.

Speaker speaker_1: Okay. When you check the email, check your spam and junk mail. It might go there and it's coming in from info@benefitsinacar.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Yep.

Speaker speaker_1: Thanks.

Speaker speaker_2: Thank you, ma'am.