

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... This is Pamela speaking. How may I help you? Uh, yes. I just wanted to try to, uh, activate my account or whatnot through my email that I got. And I did the password, email, and everything setup. And I went to go sign in and it says, "Account disabled." Told me to call this number. Okay. Um, you're trying to use your health benefits? Uh, need a new pair of glasses. Yes, ma'am. Okay. May I have the last four digits of your Social and the staffing agency you work for? Uh, staffing agency is WorkSource out of Fort Smith, Arkansas, and, uh, my last four Social is 0345. And your first and last name? Michael Richardson. All right. Mr. Richardson, 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? Complete address? Yes, sir, and date of birth. Oh, okay. So it's either one of two. It'll be either 707 Blair Street, Wakulla, Oklahoma or the 1306, uh, Jacobs Avenue, Fort Smith, Arkansas, 72790A, or whatever zip code it is. Okay. We do not have a phone number in case we want to contact you. Would you like to provide one? Yes, ma'am. Is the one you're calling from a good number? Yes, ma'am. All right. And I have an email, richardsonauto1723@gmail.com. Yes, ma'am. Okay. All right. So this week, your benefits are not active. We haven't received you, uh... Are you currently working for WorkSource? Yes, ma'am, I am. Okay, 'cause we haven't received the premium for this week for your benefits. So there was not a payment made? No. That's only because, uh, we were all off during the holidays. We didn't work the holidays, so we all went a week without working, so... Okay, so in order for your benefits to be active, you will have to make, uh, a direct payment or wait until you start getting the deductions again from your payroll. All right, I appreciate it. All right. All right, thank you. All right, thank you for giving us a call. Have a great rest of the day.

Conversation Format

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

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

Speaker speaker_2: Uh, yes. I just wanted to try to, uh, activate my account or whatnot through my email that I got. And I did the password, email, and everything setup. And I went to go sign in and it says, "Account disabled." Told me to call this number.

Speaker speaker_1: Okay. Um, you're trying to use your health benefits?

Speaker speaker_2: Uh, need a new pair of glasses. Yes, ma'am.

Speaker speaker_1: Okay. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: Uh, staffing agency is WorkSource out of Fort Smith, Arkansas, and, uh, my last four Social is 0345.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Michael Richardson.

Speaker speaker_1: All right. Mr. Richardson, 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: Complete address?

Speaker speaker_1: Yes, sir, and date of birth.

Speaker speaker_2: Oh, okay. So it's either one of two. It'll be either 707 Blair Street, Wakulla, Oklahoma or the 1306, uh, Jacobs Avenue, Fort Smith, Arkansas, 72790A, or whatever zip code it is.

Speaker speaker_1: Okay. We do not have a phone number in case we want to contact you. Would you like to provide one?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Is the one you're calling from a good number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And I have an email, richardsonauto1723@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All right. So this week, your benefits are not active. We haven't received you, uh... Are you currently working for WorkSource?

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

Speaker speaker_1: Okay, 'cause we haven't received the premium for this week for your benefits.

Speaker speaker_2: So there was not a payment made?

Speaker speaker_1: No.

Speaker speaker_2: That's only because, uh, we were all off during the holidays. We didn't work the holidays, so we all went a week without working, so...

Speaker speaker_1: Okay, so in order for your benefits to be active, you will have to make, uh, a direct payment or wait until you start getting the deductions again from your payroll.

Speaker speaker_2: All righty, I appreciate it.

Speaker speaker_1: All right.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.