

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? Hi, yes, my name is Abraham White and I was trying to enroll my ben- um, enroll my benefits. Who do you work for, sir? OnTrak. Okay. May I have the last four digits of your social so I can pull up your file? 1909. Your first and last name. Oh. Abraham White. You said 5901? 1909. Ah-em. Abraham. Mr. White, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. My address... And your date of birth. My address is 1004 Geneva Street, Tuskegee, Alabama, and my date of birth is 08-29-97. Thank you for the information. Is your ZIP code 36083? Correct. Okay. We have a phone number on file, 229-214-2290, and your email is your first name, your last name, eleven@yahoo.com? Yes. All right. So I see here that you are enrolled in the dental plan. Would you like to change it or add any other benefits? No. No, I want to keep the current, uh, dental. Okay. Is there anything else that you would like to do? So how does, um, whenever I go to the dentist, how does that work? Do I receive a card in the mail, or what do I tell the dentist people about the insurance? Yeah, so your benefits just became effective from the second of this month. Um, you should be receiving your ID card sometime this week or next week, because it does take seven to ten business days for arrive. Oh, okay, okay. So I wait till about seven to ten days, and then... You'll most likely be receiving it sometime this week or next week. Okay. Okay, thanks. Okay. 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: Hi, yes, my name is Abraham White and I was trying to enroll my ben-um, enroll my benefits.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: OnTrak.

Speaker speaker_1: Okay. May I have the last four digits of your social so I can pull up your file?

Speaker speaker_2: 1909.

Speaker speaker_1: Your first and last name. Oh.

Speaker speaker_2: Abraham White.

Speaker speaker_1: You said 5901?

Speaker speaker_2: 1909.

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

Speaker speaker_2: My address...

Speaker speaker_1: And your date of birth.

Speaker speaker_2: My address is 1004 Geneva Street, Tuskegee, Alabama, and my date of birth is 08-29-97.

Speaker speaker_1: Thank you for the information. Is your ZIP code 36083?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. We have a phone number on file, 229-214-2290, and your email is your first name, your last name, eleven@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I see here that you are enrolled in the dental plan. Would you like to change it or add any other benefits?

Speaker speaker_2: No. No, I want to keep the current, uh, dental.

Speaker speaker_1: Okay. Is there anything else that you would like to do?

Speaker speaker_2: So how does, um, whenever I go to the dentist, how does that work? Do I receive a card in the mail, or what do I tell the dentist people about the insurance?

Speaker speaker_1: Yeah, so your benefits just became effective from the second of this month. Um, you should be receiving your ID card sometime this week or next week, because it does take seven to ten business days for arrive.

Speaker speaker_2: Oh, okay, okay. So I wait till about seven to ten days, and then...

Speaker speaker_1: You'll most likely be receiving it sometime this week or next week.

Speaker speaker_2: Okay. Okay, thanks.

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