

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 the Car. This is Pamela speaking. How may I help you? Hey, um, my name is Laura Felo. I'm calling, uh, because, uh, I have a problem with my car insurance. They, they, the doctor didn't... They accepted, so I don't know why- Ma'am. Hello? Hold on. Who... You calling for what? For my assurance. I have my assurance, excuse me. For the insurance? Yes. And who do you work for? Uh, I'm working under the OnTrack Staff, Staffing. OnTrack? Yes. May I have the last four digits of your Social so I can pull up your file? 9681. 9-6-8- 81. Your first and last name? Laura Felo. Ms. Felo. Yes. For security reasons- Mm-hmm. ... and just to make sure we are in the correct file, I need to verify your complete address and date of birth. May 27, 1991. Your address? 2200 Holgate Drive, apartment number, uh, 2105, Lewisville, Texas 775067. Okay, we have a telephone number on file, 217-305-1170. Yes, that's my phone number. And your email is your first name, Claudia- F- yes, Laura F- Felo3@gmail.com? Yes. Okay. And what would you like to know about your benefits? Yeah, uh, uh, when I had my appointment, I showed the, the, the, the doctor the assure... They say that it's too late. So, I don't know what I can do if... That's why I call if you can help me, maybe I can change- Thank you. ... the plan or if I can have a, some, you know, uh, another, uh, doctor or another hospital or so. Okay, you want to know if, if you could change plan? If it's possible, I can change the plan. If it's good- Not at this time. ... because they don't- Mm-hmm? Not at this time, because, um, let me see. You have to wait for company open enrollment to change plan. When the company's open? Uh, they did it in the summer, in July. December, July? On, in July, that's when they do open enrollment. Okay. So now I, I can't change the plan? I want us to keep this plan? No. You cannot change the plan. Okay, so can you he- uh, give me some, um, ho- hospital or, uh, the, the, the, um- I could- ... um- ... give you a number where you could call and find which medical provider or hospital o- is closest to you. Exactly. Okay, so, um, let me know when you're ready for the number. Okay, give me a second. Mm-hmm. Yeah, go on. 800- Mm-hmm, uh, oh, sorry. 457- Se- give me a second, please. Uh, I'm very s- I used the wrong one. Yeah, you say 800, mm-hmm. 457- 457, mm-hmm. 1403. 4303. 800-457-4303, all right? 1403. Uh, hold on. Uh, 800-457-43- No, ma'am. ... and you listen. Mm-hmm. 800- Mm-hmm. ... 4- Okay, 1- ... 4- ... 4- ... 0, 3. 03, okay. 800-457-1403. Yes. Yes. Thank you. So if I call this number, they can, uh, sh- tell me about which, uh, ho- hospital or doctor took this assurance, all right? Yes, ma'am. Okay, thank you so much. Thank you. Mm-hmm, bye-bye. Mm-hmm.

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 the Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, um, my name is Laura Felo. I'm calling, uh, because, uh, I have a problem with my car insurance. They, they, the doctor didn't... They accepted, so I don't know why-

Speaker speaker_1: Ma'am.

Speaker speaker_2: Hello?

Speaker speaker_1: Hold on. Who... You calling for what?

Speaker speaker_2: For my assurance. I have my assurance, excuse me.

Speaker speaker_1: For the insurance?

Speaker speaker_2: Yes.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Uh, I'm working under the OnTrack Staff, Staffing.

Speaker speaker_1: OnTrack?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 9681.

Speaker speaker_1: 9-6-8-

Speaker speaker_2: 81.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Laura Felo.

Speaker speaker_1: Ms. Felo.

Speaker speaker_2: Yes.

Speaker speaker_1: For security reasons-

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: May 27, 1991.

Speaker speaker_1: Your address?

Speaker speaker_2: 2200 Holgate Drive, apartment number, uh, 2105, Lewisville, Texas 775067.

Speaker speaker_1: Okay, we have a telephone number on file, 217-305-1170.

Speaker speaker_2: Yes, that's my phone number.

Speaker speaker_1: And your email is your first name, Claudia-

Speaker speaker_2: F- yes, Laura F-

Speaker speaker_1: Felo3@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what would you like to know about your benefits?

Speaker speaker_2: Yeah, uh, uh, when I had my appointment, I showed the, the, the, the, the doctor the assure... They say that it's too late. So, I don't know what I can do if... That's why I call if you can help me, maybe I can change-

Speaker speaker_1: Thank you.

Speaker speaker_2: ... the plan or if I can have a, some, you know, uh, another, uh, doctor or another hospital or so.

Speaker speaker_1: Okay, you want to know if, if you could change plan?

Speaker speaker_2: If it's possible, I can change the plan. If it's good-

Speaker speaker_1: Not at this time.

Speaker speaker_2: ... because they don't- Mm-hmm?

Speaker speaker_1: Not at this time, because, um, let me see. You have to wait for company open enrollment to change plan.

Speaker speaker_2: When the company's open?

Speaker speaker_1: Uh, they did it in the summer, in July.

Speaker speaker_2: December, July?

Speaker speaker_1: On, in July, that's when they do open enrollment.

Speaker speaker_2: Okay. So now I, I can't change the plan? I want us to keep this plan?

Speaker speaker_1: No. You cannot change the plan.

Speaker speaker_2: Okay, so can you he- uh, give me some, um, ho- hospital or, uh, the, the, the, um-

Speaker speaker_1: I could-

Speaker speaker_2: ... um-

Speaker speaker_1: ... give you a number where you could call and find which medical provider or hospital o- is closest to you.

Speaker speaker_2: Exactly.

Speaker speaker_1: Okay, so, um, let me know when you're ready for the number.

Speaker speaker_2: Okay, give me a second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, go on.

Speaker speaker_1: 800-

Speaker speaker_2: Mm-hmm, uh, oh, sorry.

Speaker speaker_1: 457-

Speaker speaker_2: Se- give me a second, please. Uh, I'm very s- I used the wrong one. Yeah, you say 800, mm-hmm.

Speaker speaker_1: 457-

Speaker speaker_2: 457, mm-hmm.

Speaker speaker_1: 1403.

Speaker speaker_2: 4303. 800-457-4303, all right?

Speaker speaker_1: 1403.

Speaker speaker_2: Uh, hold on. Uh, 800-457-43- No, ma'am.

Speaker speaker_1: ... and you listen.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4-

Speaker speaker_2: Okay, 1-

Speaker speaker_1: ... 4-

Speaker speaker_2: ... 4-

Speaker speaker_1: ... 0, 3.

Speaker speaker_2: 03, okay. 800-457-1403.

Speaker speaker_1: Yes.

Speaker speaker_2: Yes. Thank you. So if I call this number, they can, uh, sh- tell me about which, uh, ho- hospital or doctor took this assurance, all right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm, bye-bye.

Speaker speaker_1: Mm-hmm.