

Transcript: Pamela

Blanc-6736563097223168-4838515211419648

Full Transcript

This is an accuracy scan of your social number. Hey, um, this is Arlexus Evans. I was calling to see how long it takes for the, um, insurance to come in the mail? After benefits are active, the ID card takes seven to ten business days to arrive and it depends on the plan that you have chosen. Some of the plans do not get a physical card, I'm sorry. They are sent digital, through email. Oh, yeah, I seen, I set up an appointment to get checked on my OB, what the? OBYGN or whatever. Mm-hmm. What's the name of the staffing agency you work for? Um, I'm at AAU, um, on the Wet W- White Department. AAU? Mm-hmm. The Wet White Department. May I have the last four digits of your social? 8032. First and last name now? Arlexus Evans, that's A-R-L-E-X-U-S and Evans, E-V-A-N-S. Ms. Evans, for security reasons, just to make sure we are in the correct file- Okay. ... I need to verify if you can speak. Address and date of birth? 2529 Waterfront Drive, Augusta, Georgia 30909. Birthday is 10/18/2000. Thank you for the information. We have a telephone number of 569-233-5066 and your email is your first name, last name, Social Security number. Um, yes. Ma'am? Your benefits are not act- active yet. We waiting for your employer and the premium, on the following Monday, your benefits will be active but they not active at this time. Oh, okay. The following Monday, oh. Okay, thanks for letting me know. That's weird. Thank you for giving us a call, have a great rest of the day. Thank you, you too.

Conversation Format

Speaker speaker_0: This is an accuracy scan of your social number.

Speaker speaker_1: Hey, um, this is Arlexus Evans. I was calling to see how long it takes for the, um, insurance to come in the mail?

Speaker speaker_0: After benefits are active, the ID card takes seven to ten business days to arrive and it depends on the plan that you have chosen. Some of the plans do not get a physical card, I'm sorry. They are sent digital, through email.

Speaker speaker_1: Oh, yeah, I seen, I set up an appointment to get checked on my OB, what the? OBYGN or whatever.

Speaker speaker_0: Mm-hmm. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, I'm at AAU, um, on the Wet W- White Department.

Speaker speaker_0: AAU?

Speaker speaker_1: Mm-hmm. The Wet White Department.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 8032.

Speaker speaker_0: First and last name now?

Speaker speaker_1: Arlexus Evans, that's A-R-L-E-X-U-S and Evans, E-V-A-N-S.

Speaker speaker_0: Ms. Evans, for security reasons, just to make sure we are in the correct file-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I need to verify if you can speak. Address and date of birth?

Speaker speaker_1: 2529 Waterfront Drive, Augusta, Georgia 30909. Birthday is 10/18/2000.

Speaker speaker_0: Thank you for the information. We have a telephone number of 569-233-5066 and your email is your first name, last name, Social Security number.

Speaker speaker_1: Um, yes.

Speaker speaker_0: Ma'am? Your benefits are not act- active yet. We waiting for your employer and the premium, on the following Monday, your benefits will be active but they not active at this time.

Speaker speaker_1: Oh, okay. The following Monday, oh. Okay, thanks for letting me know. That's weird.

Speaker speaker_0: Thank you for giving us a call, have a great rest of the day.

Speaker speaker_1: Thank you, you too.