

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Management 10-O-Clock. Mi nombre es Pamela. My name is Pamela, how may I help you? Sorry. Hi, this is Isa. Actually, I have enrolled for BIC. I think last week. I haven't received the card yet. Also, I wanted to know in dental what all the, uh, doctors covered in dental because my doctor asked me to check with you if they are in your list or not. Okay, so you enrolled last week? Yes. So the benefits won't be active until we receive the first premium from your employer, and it takes about three weeks for the benefits to be active. Now, if you want to find out if your doctor, it is on, um, home network, I could transfer you, give you the number where you could check that information, and they also have a website. Sure. Right. Do you, um, do you want me to transfer you? Mm-hmm. So bear with me. Is this an extra sample size we are giving in round two so that this situation does not repeat again for round two? Am I getting it right?

Conversation Format

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

Speaker speaker_1: Thank you for calling Management 10-O-Clock. Mi nombre es Pamela. My name is Pamela, how may I help you? Sorry.

Speaker speaker_2: Hi, this is Isa. Actually, I have enrolled for BIC. I think last week. I haven't received the card yet. Also, I wanted to know in dental what all the, uh, doctors covered in dental because my doctor asked me to check with you if they are in your list or not.

Speaker speaker_1: Okay, so you enrolled last week?

Speaker speaker_2: Yes.

Speaker speaker_1: So the benefits won't be active until we receive the first premium from your employer, and it takes about three weeks for the benefits to be active. Now, if you want to find out if your doctor, it is on, um, home network, I could transfer you, give you the number where you could check that information, and they also have a website.

Speaker speaker_2: Sure.

Speaker speaker_1: Right. Do you, um, do you want me to transfer you?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So bear with me.

Speaker speaker_3: Is this an extra sample size we are giving in round two so that this situation does not repeat again for round two? Am I getting it right?