

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Call, this is Pamela speaking. How may I help you? Yes, I need to enroll in my benefits. Who do you c- who do you work for? I work for Associated Staffing. Can you first send a, the last four digits of your social number? Sure, um, my name is Brooke Swanson and the last four of my social is 7399. I'm so sorry. Um, I will need you to, um, repeat the last four for me. For some reason, I erased it by mistake. Oh, that's okay. It's 7399. You say you work for Associated Staffing? Yes. Yep, Associated Staffing. When did you start working for them? I started working for them on February 24th. Let's see, 'cause I don't see your file. We might not have received it yet. Bear with me. I need to- Sure. And I did call this number last week the, and somebody sent me all the information so I know what plan I need. Um- Okay. ... I won't, my first paycheck won't be in till March 7th. Okay. So I know it probably won't come out of that one, but... Mm-hmm. It take about two weeks or so. Okay. Okay. Let me take a look on this file. And when you call last week, did they, were able to find your file? Or they just send you the information? No. No, they couldn't find my file, they just sent me the information so that when I called I would know exactly what I needed. Okay, so- So do I need to call my staffing agency and have them- Uh, no. ... do something? No. Oh, okay. All we're gonna need to do is, um... What we need to do is create your file. Of course, if you're- Okay. ... willing to supply the personal information. Oh, sure. Yep, that would be- Then we will get it for you. ... just fine. Okay, perfect. Okay. Now, this time I'm gonna need the whole Social Security number, ma'am. Okay. It's 507-15-7399. Let me read it back to you to make sure I have it correct. 507-15-7399. That's correct. Okay. Yeah. Can you provide me with, um, your date of birth? Yes. It's 2/10/of77. As in R. Brooke. Brooke with an E. Mm-hmm. And sign. All right, now I'm going to need a mailing address, ma'am. Sure. It's 2810 L as in Larry Avenue, Apartment nine. And that's in Kearney, Nebraska, 68847. And the telephone number you're calling from, is that the number to reach you? Yes, it is. All right. And can you tell me the plan you want to enroll in? Yes. So I want Employee Only, um, I want the Stay Healthy MEC TeleRx. Okay. And there's a couple others I would like. They have vision? They also have- Um, I... ... d- d- Oh, sorry. Um, I want the VIP Choice as well. Okay. And then the behavioral health. No vision? No vision. Okay. So the benefits will start the following Monday after we receive the first premium from your employer. Okay. Then your ID, be authorized to generate in the system, will be mailed out to you within seven to, from seven to ten business day. Okay. So you'll mail me when it's active? Mm-hmm. As, uh- Okay, perfect. ... when the become effective. Um... Okay. Anything else that I can help you with? Nope. That is all. And what was your name again? Pamela. Okay. Thank you so much for your help, Pamela. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Call, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I need to enroll in my benefits.

Speaker speaker_0: Who do you c- who do you work for?

Speaker speaker_1: I work for Associated Staffing.

Speaker speaker_0: Can you first send a, the last four digits of your social number?

Speaker speaker_1: Sure, um, my name is Brooke Swanson and the last four of my social is 7399.

Speaker speaker_0: I'm so sorry. Um, I will need you to, um, repeat the last four for me. For some reason, I erased it by mistake.

Speaker speaker_1: Oh, that's okay. It's 7399.

Speaker speaker_0: You say you work for Associated Staffing?

Speaker speaker_1: Yes. Yep, Associated Staffing.

Speaker speaker_0: When did you start working for them?

Speaker speaker_1: I started working for them on February 24th.

Speaker speaker_0: Let's see, 'cause I don't see your file. We might not have received it yet. Bear with me. I need to-

Speaker speaker_1: Sure. And I did call this number last week the, and somebody sent me all the information so I know what plan I need. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I won't, my first paycheck won't be in till March 7th.

Speaker speaker_0: Okay.

Speaker speaker_1: So I know it probably won't come out of that one, but...

Speaker speaker_0: Mm-hmm. It take about two weeks or so.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Let me take a look on this file. And when you call last week, did they, were able to find your file? Or they just send you the information?

Speaker speaker_1: No. No, they couldn't find my file, they just sent me the information so that when I called I would know exactly what I needed.

Speaker speaker_0: Okay, so-

Speaker speaker_1: So do I need to call my staffing agency and have them-

Speaker speaker_0: Uh, no.

Speaker speaker_1: ... do something?

Speaker speaker_0: No.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All we're gonna need to do is, um... What we need to do is create your file. Of course, if you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... willing to supply the personal information.

Speaker speaker_1: Oh, sure. Yep, that would be-

Speaker speaker_0: Then we will get it for you.

Speaker speaker_1: ... just fine. Okay, perfect.

Speaker speaker_0: Okay. Now, this time I'm gonna need the whole Social Security number, ma'am.

Speaker speaker_1: Okay. It's 507-15-7399.

Speaker speaker_0: Let me read it back to you to make sure I have it correct. 507-15-7399.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Yeah. Can you provide me with, um, your date of birth?

Speaker speaker_1: Yes. It's 2/10/of77.

Speaker speaker_0: As in R. Brooke.

Speaker speaker_1: Brooke with an E.

Speaker speaker_0: Mm-hmm. And sign. All right, now I'm going to need a mailing address, ma'am.

Speaker speaker_1: Sure. It's 2810 L as in Larry Avenue, Apartment nine. And that's in Kearney, Nebraska, 68847.

Speaker speaker_0: And the telephone number you're calling from, is that the number to reach you?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right. And can you tell me the plan you want to enroll in?

Speaker speaker_1: Yes. So I want Employee Only, um, I want the Stay Healthy MEC TeleRx.

Speaker speaker_0: Okay.

Speaker speaker_1: And there's a couple others I would like.

Speaker speaker_0: They have vision? They also have-

Speaker speaker_1: Um, I...

Speaker speaker_0: ... d- d-

Speaker speaker_1: Oh, sorry. Um, I want the VIP Choice as well.

Speaker speaker_0: Okay.

Speaker speaker_1: And then the behavioral health.

Speaker speaker_0: No vision?

Speaker speaker_1: No vision.

Speaker speaker_0: Okay. So the benefits will start the following Monday after we receive the first premium from your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: Then your ID, be authorized to generate in the system, will be mailed out to you within seven to, from seven to ten business day.

Speaker speaker_1: Okay. So you'll mail me when it's active?

Speaker speaker_0: Mm-hmm. As, uh-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: ... when the become effective. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else that I can help you with?

Speaker speaker_1: Nope. That is all. And what was your name again?

Speaker speaker_0: Pamela.

Speaker speaker_1: Okay. Thank you so much for your help, Pamela. I appreciate it.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.