

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits 10-0-4. This is Pamela speaking. How, how may I help you today? Hi, I'm calling to check the status of my benefits. Um, what's the staffing agency you work for? Um, TRC. TRC? Hmm. May I have the last four digits of your Social? Um, the last four, zero, six, 11. Zero, six, 11? Yes, ma'am. Zero, six, 11. And... Your first and last name? Cynthia Lawton. L-A-W-T-O-N. Because, and for security reasons, and just to make sure that we are in the correct file, can you please verify your complete address and date of birth? 158 Ziegler Street, Orangeburg, South Carolina, 29115. 10/30/1982. Thank you. Thank you. Um, we have a phone number as 508433230532. Yes, ma'am. Uh, so your benefits are not active. You know, we're waiting for the premiums to come, come from your employer in order for the benefits to be active. Okay. And, um, so once my premiums come from my employer, then that's when I'll receive my card? Yes. Your benefits needs to be active in order for the ID cards to be generated in the system. Okay, um, can I put... Since I can't get back in the system, I don't know why, for some odd reason I can't get back in the system to change my address. Is there any way possible that I could change my address with you? Sure, yeah. Okay, hold on. Let me make sure that I can, um, get the right address. It's PO Box 286, Springfield, South Carolina. 286? Yes. PO Box 286, Springfield, South Carolina, 29146. 29146. All right. Yes, ma'am. That's all- I think I went over on that information. Is there anything- No, that's all I want. Oh, and another question. Um, I have a question. So with, like, um, everything that I have with all my insurance all together, how much is the total? 'Cause I totally forgot. I think it was like \$60 something. \$63.75. \$63.75. Okay. 60- Thank you. Yes, ma'am. All right. Thank you for giving us a call. Thank you for having me. Have a great rest... Oh, ma'am. That's another question. Yes? Do I have the short-term and long-term disability on there? Because the temp agency lady said she don't know. You do have the short-term disability, and they do not offer the long-term. Oh, okay, then. Okay, that's fine. Thank you. All right. Thank you, have a nice day. 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 10-0-4. This is Pamela speaking. How, how may I help you today?

Speaker speaker\_1: Hi, I'm calling to check the status of my benefits.

Speaker speaker\_0: Um, what's the staffing agency you work for?

Speaker speaker\_1: Um, TRC.

Speaker speaker\_0: TRC? Hmm. May I have the last four digits of your Social?

Speaker speaker\_1: Um, the last four, zero, six, 11.

Speaker speaker\_0: Zero, six, 11?

Speaker speaker\_1: Yes, ma'am. Zero, six, 11.

Speaker speaker\_0: And... Your first and last name?

Speaker speaker\_1: Cynthia Lawton. L-A-W-T-O-N.

Speaker speaker\_0: Because, and for security reasons, and just to make sure that we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 158 Ziegler Street, Orangeburg, South Carolina, 29115. 10/30/1982.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Um, we have a phone number as 508433230532.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Uh, so your benefits are not active. You know, we're waiting for the premiums to come, come from your employer in order for the benefits to be active.

Speaker speaker\_1: Okay. And, um, so once my premiums come from my employer, then that's when I'll receive my card?

Speaker speaker\_0: Yes. Your benefits needs to be active in order for the ID cards to be generated in the system.

Speaker speaker\_1: Okay, um, can I put... Since I can't get back in the system, I don't know why, for some odd reason I can't get back in the system to change my address. Is there any way possible that I could change my address with you?

Speaker speaker\_0: Sure, yeah.

Speaker speaker\_1: Okay, hold on. Let me make sure that I can, um, get the right address. It's PO Box 286, Springfield, South Carolina.

Speaker speaker\_0: 286?

Speaker speaker\_1: Yes. PO Box 286, Springfield, South Carolina, 29146.

Speaker speaker\_0: 29146. All right.

Speaker speaker\_1: Yes, ma'am. That's all-

Speaker speaker\_0: I think I went over on that information. Is there anything-

Speaker speaker\_1: No, that's all I want. Oh, and another question. Um, I have a question. So with, like, um, everything that I have with all my insurance all together, how much is the total? 'Cause I totally forgot. I think it was like \$60 something.

Speaker speaker\_0: \$63.75.

Speaker speaker\_1: \$63.75. Okay.

Speaker speaker\_0: 60-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yes, ma'am. All right. Thank you for giving us a call.

Speaker speaker\_1: Thank you for having me.

Speaker speaker\_0: Have a great rest...

Speaker speaker\_1: Oh, ma'am. That's another question.

Speaker speaker\_0: Yes?

Speaker speaker\_1: Do I have the short-term and long-term disability on there? Because the temp agency lady said she don't know.

Speaker speaker\_0: You do have the short-term disability, and they do not offer the long-term.

Speaker speaker\_1: Oh, okay, then. Okay, that's fine. Thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you, have a nice day.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye-bye.