

## **Transcript: Pamela**

**Blanc-4655882314629120-6677550851604480**

### **Full Transcript**

Thank you for calling Benefits This is Pamela speaking. How may I help you? Yeah, I'm calling trying to find out how do I access my insurance information so that I could utilize it at the, um, health facilities, eye doctor, doctor's office and dental office. And who do you work for, sir? Um, currently, uh, Focus Workforce. And the last four digits of your social? 4266. Can you... Uh, first and last name? Eric Lee. Last name is spelled L-E-E, and that's Eric with a C. E-R-I-C, last name L-E-E. Can you repeat the last- Middle initial L. All right. Can you please repeat the last four for me? Of my social? Yes, sir. 4266. Okay. All right, Mr. Lee, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 2358 South Roanoke Avenue, Springfield, Missouri 65807. And date of birth is 2/21/80. Thank you for the information. We have a phone number on file, 417-242-0417. And your email- That's correct. ... is eway290@gmail.com? That's correct. Um, your benefits, I see that you are enrolled but your benefits are not active yet. Um, we have not received the premium from your employer in order for your benefits to be active. It was just deducted from my check, so I'm confused. Yeah, but it's not showing yet on our system. It was deducted today? Well, you know what? I got early direct deposit, so you know what I'm saying? That's probably- Give us a call on Monday- That's it. You probably, you're probably gonna get it, um, maybe tomorrow because tomorrow is actually payday, but I just get paid early. So what I mean, it's deducted, I just figured that- Okay. ... maybe you guys might have it... So if it, if it was deducted today, most likely it will show on our end on Monday. So if you want to give us a call on Monday, um, just to double-check. Okay. All right? Anything else Okay. Have you, um... Since I signed up, have you guys sent anything out in the mail or am I waiting on the payment to be deducted? Yes. I'm waiting for the payment to be deducted before you guys send anything out? Yes. And if the benefits become effective on Monday, then by Thursday or Friday, we might have the ID cards available. We will send temporary ones to your email. Okay. Okay, that's perfect. That works. All right, anything else, sir? No, that's all I was calling to check on. All right, thank you for giving us a call. Have a great rest of your day. All right, thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, I'm calling trying to find out how do I access my insurance information so that I could utilize it at the, um, health facilities, eye doctor, doctor's office and

dental office.

Speaker speaker\_0: And who do you work for, sir?

Speaker speaker\_1: Um, currently, uh, Focus Workforce.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 4266.

Speaker speaker\_0: Can you... Uh, first and last name?

Speaker speaker\_1: Eric Lee. Last name is spelled L-E-E, and that's Eric with a C. E-R-I-C, last name L-E-E.

Speaker speaker\_0: Can you repeat the last-

Speaker speaker\_1: Middle initial L.

Speaker speaker\_0: All right. Can you please repeat the last four for me?

Speaker speaker\_1: Of my social?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: 4266.

Speaker speaker\_0: Okay. All right, Mr. Lee, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 2358 South Roanoke Avenue, Springfield, Missouri 65807. And date of birth is 2/21/80.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 417-242-0417. And your email-

Speaker speaker\_1: That's correct.

Speaker speaker\_0: ... is eway290@gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Um, your benefits, I see that you are enrolled but your benefits are not active yet. Um, we have not received the premium from your employer in order for your benefits to be active.

Speaker speaker\_1: It was just deducted from my check, so I'm confused.

Speaker speaker\_0: Yeah, but it's not showing yet on our system. It was deducted today?

Speaker speaker\_1: Well, you know what? I got early direct deposit, so you know what I'm saying? That's probably-

Speaker speaker\_0: Give us a call on Monday-

Speaker speaker\_1: That's it. You probably, you're probably gonna get it, um, maybe tomorrow because tomorrow is actually payday, but I just get paid early. So what I mean, it's deducted, I just figured that-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... maybe you guys might have it...

Speaker speaker\_0: So if it, if it was deducted today, most likely it will show on our end on Monday. So if you want to give us a call on Monday, um, just to double-check.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Anything else

Speaker speaker\_1: Okay. Have you, um... Since I signed up, have you guys sent anything out in the mail or am I waiting on the payment to be deducted?

Speaker speaker\_0: Yes.

Speaker speaker\_1: I'm waiting for the payment to be deducted before you guys send anything out?

Speaker speaker\_0: Yes. And if the benefits become effective on Monday, then by Thursday or Friday, we might have the ID cards available. We will send temporary ones to your email.

Speaker speaker\_1: Okay. Okay, that's perfect. That works.

Speaker speaker\_0: All right, anything else, sir?

Speaker speaker\_1: No, that's all I was calling to check on.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker\_1: All right, thank you.