

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Yes, I had a email, uh, telling me to contact you guys. We are administrator for health insurance. What did the email said? Um, it was... Hold on. It said that you're missing some information for my coverage and to call to finalize coverage. Did you sign up for benefits when you, um, applied for... I did. Okay. And what's the staffing agency you're working for? ACC Northwest. AC? The last four digits of your Social? 3511. First and last name only. Hope Williams. Ms. Williams, 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? 4126 Ralph Puckett Road, South Fulton, Tennessee 38257, and date of birth is 10/16/1978. Thank you for the information. We have a telephone number on file, 796-7114 and hopewilliams8313 at Yahoo.com your email. Yes. So, you want to enroll in benefits for you, the family, right? For me and my son. Okay, so but you select the families. When you select Family, it means that you including your spouse, um, are you s- Oh, no, I didn't want to... I didn't want to include spouse. All right. So, in that case, we did enroll you, for you and your child. Um, and that's what we needed to know if you was going to enroll your spouse as well. Oh, no, sorry. Um- Who's the fin- It's just me and my child. Okay. So, we did process the information. The benefits will start the following Monday after we receive the first premium from your employer. Menu ID card will arrive in the mail within seven to 10 days. Okay. Um, all right. Is there anything else I can do for you? All right. No, that's it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Yes, I had a email, uh, telling me to contact you guys.

Speaker speaker_0: We are administrator for health insurance. What did the email said?

Speaker speaker_1: Um, it was... Hold on. It said that you're missing some information for my coverage and to call to finalize coverage.

Speaker speaker_0: Did you sign up for benefits when you, um, applied for...

Speaker speaker_1: I did.

Speaker speaker_0: Okay. And what's the staffing agency you're working for?

Speaker speaker_1: ACC Northwest.

Speaker speaker_0: AC? The last four digits of your Social?

Speaker speaker_1: 3511.

Speaker speaker_0: First and last name only.

Speaker speaker_1: Hope Williams.

Speaker speaker_0: Ms. Williams, 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: 4126 Ralph Puckett Road, South Fulton, Tennessee 38257, and date of birth is 10/16/1978.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 796-7114 and hopewilliams8313 at Yahoo.com your email.

Speaker speaker_1: Yes.

Speaker speaker_0: So, you want to enroll in benefits for you, the family, right?

Speaker speaker_1: For me and my son.

Speaker speaker_0: Okay, so but you select the families. When you select Family, it means that you including your spouse, um, are you s-

Speaker speaker_1: Oh, no, I didn't want to... I didn't want to include spouse.

Speaker speaker_0: All right. So, in that case, we did enroll you, for you and your child. Um, and that's what we needed to know if you was going to enroll your spouse as well.

Speaker speaker_1: Oh, no, sorry. Um-

Speaker speaker_0: Who's the fin-

Speaker speaker_1: It's just me and my child.

Speaker speaker_0: Okay. So, we did process the information. The benefits will start the following Monday after we receive the first premium from your employer. Menu ID card will arrive in the mail within seven to 10 days.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, all right. Is there anything else I can do for you?

Speaker speaker_1: All right. No, that's it.

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

Speaker speaker_1: Thank you. You, too.