

## Transcript: Pamela

**Blanc-4696581836685312-5841064993275904**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Hi, Mrs. Tina Chenault, and I need to enroll for benefits. Who do you work for? Um, ASG. ASC? ASG. Wait... Uh-huh, may I have the last 40 digits of your Social? 9553. Your first and last name? I'm sorry? Your first and last name? Oh, Tina, and the last name is C-H-E-N-A-U-L-T. We don't have your file on our system. If you're willing to provide the personal information, we could go ahead and create one, um, enroll you. Okay. This time I'm gonna need your full Social Security number. It is 308... 308. ... 82. 82. I'm sorry, hold on. Give me one second, my system just got stuck. I... I'm sorry, can you repeat it again for me? Yes. It is 308-82... 82. ... 9553. Thank you. You're welcome. Right, so, let's see. Now I'm gonna need you to... You say your first name is Tina? Yes. Okay. Tina. Can you spell your last name one more time, please? Yes, I can. So we do not have a problem. C-H-E-N-A-U-L-T. Thank you for the information. You're welcome. We have a... Okay. Now, um, we gonna need your date of birth. It is 11/5/62. And now we need a mailing address. 830... And I'll just spell it for you. It's gonna be C-L-O-U-D as in dog, Y-W-I-N as in Nancy, G. And that's Cloudy Wing Drive. Thank you. Is this- And it's gonna be apartment- No. Oh, I'm sorry, go ahead. I'm sorry. Apartment 400. All right. Um, is the telephone number you're calling an actual number to reach you? Yes. Did you need the Indianapolis, Indiana? Uh, y- yes. Uh, the ZIP code. 46227. All right. And do you have an email that you would like to provide? Yes. It is... Gonna be T-I-N-A, and then my last name, C-H-E-N-A-U-L-T. Okay. And then the number 1. Mm-hmm. @Hotmail.com. And do you know what plan would you like to enroll? Do you know, um... Have you seen the benefit guide? No, I have not. Okay, so you do have 30 days from your first paycheck. We could give you... We could send you the benefit guide. Okay. Um, to the email address you just provided to me. Okay. Um, you could check the plan if... The prices that they offer. Okay. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. The email will be coming in from info@benefitsinacar. Check your spam and junk mail. Okay. Okay. Um, and if you need any help understanding the benefit guide or enrolling, um, you can just give us a call. And when... How much time do I have to get this done? Okay, um, you have 30 days from your first paycheck. When do you start working for them though? Um, I've been with them, uh, since, uh, October of '23. Okay. So today... Yeah, I just now found out. I just got a letter from my current, um, medical insurance telling me I no longer had insurance. I didn't even get anything telling me that I was gonna have to choose another plan or anything. I didn't get anything. I understand. And then and then the lady told me that I can't even enroll because open enrollment was done. Okay, so let me double check on how long you have to enroll and I'll be right with you. Okay. All right. Channel? Yes. Did I pronounce it right? Yes. Okay. So, um, I was trying to get more information regarding how long you have to enroll. Uh-huh. So it will be

until Monday. Oh, until Monday? Okay. All right. All right. No problem. So, um, like I said, we're here from 8:00 AM to 8:00 PM Eastern Time. Okay. So you will be able to call back tomorrow or Monday. Okay. And we'll go ahead and enroll you. All right, thank you so much. All right, thank you for giving us a call today. Have a great rest of the day. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Hi, Mrs. Tina Chenault, and I need to enroll for benefits.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Um, ASG.

Speaker speaker\_1: ASC?

Speaker speaker\_2: ASG.

Speaker speaker\_1: Wait... Uh-huh, may I have the last 40 digits of your Social?

Speaker speaker\_2: 9553.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Oh, Tina, and the last name is C-H-E-N-A-U-L-T.

Speaker speaker\_1: We don't have your file on our system. If you're willing to provide the personal information, we could go ahead and create one, um, enroll you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: This time I'm gonna need your full Social Security number.

Speaker speaker\_2: It is 308...

Speaker speaker\_1: 308.

Speaker speaker\_2: ... 82. 82.

Speaker speaker\_1: I'm sorry, hold on. Give me one second, my system just got stuck. I... I'm sorry, can you repeat it again for me?

Speaker speaker\_2: Yes. It is 308-82...

Speaker speaker\_1: 82.

Speaker speaker\_2: ... 9553.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: Right, so, let's see. Now I'm gonna need you to... You say your first name is Tina?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Tina. Can you spell your last name one more time, please?

Speaker speaker\_2: Yes, I can.

Speaker speaker\_1: So we do not have a problem.

Speaker speaker\_2: C-H-E-N-A-U-L-T.

Speaker speaker\_1: Thank you for the information.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: We have a... Okay. Now, um, we gonna need your date of birth.

Speaker speaker\_2: It is 11/5/62.

Speaker speaker\_1: And now we need a mailing address.

Speaker speaker\_2: 830... And I'll just spell it for you. It's gonna be C-L-O-U-D as in dog, Y-W-I-N as in Nancy, G. And that's Cloudy Wing Drive.

Speaker speaker\_1: Thank you. Is this-

Speaker speaker\_2: And it's gonna be apartment-

Speaker speaker\_1: No. Oh, I'm sorry, go ahead. I'm sorry.

Speaker speaker\_2: Apartment 400.

Speaker speaker\_1: All right. Um, is the telephone number you're calling an actual number to reach you?

Speaker speaker\_2: Yes. Did you need the Indianapolis, Indiana?

Speaker speaker\_1: Uh, y- yes. Uh, the ZIP code.

Speaker speaker\_2: 46227.

Speaker speaker\_1: All right. And do you have an email that you would like to provide?

Speaker speaker\_2: Yes. It is... Gonna be T-I-N-A, and then my last name, C-H-E-N-A-U-L-T.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then the number 1.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: @Hotmail.com.

Speaker speaker\_1: And do you know what plan would you like to enroll? Do you know, um... Have you seen the benefit guide?

Speaker speaker\_2: No, I have not.

Speaker speaker\_1: Okay, so you do have 30 days from your first paycheck. We could give you... We could send you the benefit guide.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, to the email address you just provided to me.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, you could check the plan if... The prices that they offer.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The email will be coming in from info@benefitsinacar. Check your spam and junk mail.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, and if you need any help understanding the benefit guide or enrolling, um, you can just give us a call.

Speaker speaker\_2: And when... How much time do I have to get this done?

Speaker speaker\_1: Okay, um, you have 30 days from your first paycheck. When do you start working for them though?

Speaker speaker\_3: Um, I've been with them, uh, since, uh, October of '23.

Speaker speaker\_1: Okay. So today...

Speaker speaker\_3: Yeah, I just now found out. I just got a letter from my current, um, medical insurance telling me I no longer had insurance. I didn't even get anything telling me that I was gonna have to choose another plan or anything. I didn't get anything.

Speaker speaker\_1: I understand.

Speaker speaker\_3: And then and then the lady told me that I can't even enroll because open enrollment was done.

Speaker speaker\_1: Okay, so let me double check on how long you have to enroll and I'll be right with you.

Speaker speaker\_3: Okay. All right.

Speaker speaker\_1: Channel?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Did I pronounce it right?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. So, um, I was trying to get more information regarding how long you have to enroll.

Speaker speaker\_3: Uh-huh.

Speaker speaker\_1: So it will be until Monday.

Speaker speaker\_3: Oh, until Monday? Okay. All right.

Speaker speaker\_1: All right. No problem. So, um, like I said, we're here from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_3: Okay.

Speaker speaker\_1: So you will be able to call back tomorrow or Monday.

Speaker speaker\_3: Okay.

Speaker speaker\_1: And we'll go ahead and enroll you.

Speaker speaker\_3: All right, thank you so much.

Speaker speaker\_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_3: You too. Thank you.